Terrence Boyd

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Re: Logistics Coordinator, Outbound Transportation

Dear Hiring Manager,

Your posting describes an outbound desk moving a mix of LTL and truckload out of Memphis-area facilities, with the coordinator owning carrier performance reporting. I book 35 to 50 of those loads a day at Tri-State Home Furnishings, and the carrier scorecard I built there is the part of my job I would most like to keep doing.

When I started, our on-time delivery was 91.4%. I began scoring our 40 routing guide carriers every month on pickup, delivery and tender acceptance, shared the results with each carrier's rep, and moved two lanes that kept running late. We finished last quarter at 96.8%. On the cost side, I audit every invoice against the rate confirmation. That caught $62,400 in 2025 in duplicate accessorials and wrong freight classes, and setting dock appointments in our WMS brought detention from about $4,100 a month to $1,300.

Before Tri-State I spent almost three years covering loads at a brokerage, so I know what a carrier needs from a shipper to say yes to a tender: accurate weights, realistic appointment times and quick answers when something goes wrong. I passed the ASCM CLTD exam last year and use MercuryGate daily, so I expect your TMS will be quick to learn.

I would welcome a chance to talk through how I set up the scorecard. I can send a blank copy of the template ahead of time if that would help.

Sincerely,

Terrence Boyd