



# LOOKING FOR A NEW CAREER?

*Read about some employees and how they found success*



Employees from all backgrounds find success in logistics, and our award-winning training program will get you started with *no experience required*.

# LOOKING FOR A NEW CAREER?

*Employees hired from these 3 industries find success in logistics*

The 166.8 billion 3PL industry offers more career advancement and personal growth possibilities than many other choices. It also can be an extremely lucrative career choice for the right candidate.

Working for a 3PL is not driving a truck and it's not working in a warehouse. It is arranging the movement of freight for customers by finding the right mode of transportation to move their product—everything from refrigerated food to plastic products to steel or wood building materials.

At Choptank, we've found that job seekers who know nothing about logistics, but who have had experience in other industries, can be highly successful in this field. We interviewed a few of our own employees to see what skills overlap and why they believe their prior experiences helped their current careers.

## OWN YOUR FUTURE



Job Title: **ACCOUNT EXECUTIVE**

Prior Industry: **FOOD SERVICE**

**Q:** What skills did you bring with you from your food service experience that have helped your career at Choptank?

**A:** “As the manager of a restaurant, I learned quickly the ability to multi-task and read people, both of which are important in an industry like transportation.”

**Q: How did your position in the food service industry prepare you for your current position at Choptank?**

**A:** "I worked in almost every job in the restaurant. You learn very quickly to deal with different types of people and how to work with them, even if you don't agree. When dealing with customers, you had to problem-solve on your feet and spin any bad thing into a good thing so that in the end, they have a positive experience."

**Q: How is the food service industry similar to logistics?**

**A:** "Every day is different and you never deal with the same issue twice. You constantly have to be on your toes and ready for changes."

**Q: What do you like better about working in the field of logistics versus the food service industry?**

**A:** "The hours are much better. I like having my nights and weekends."



Job Title: **CARRIER SALES SUPPORT**

Prior Industry: **FOOD SERVICE**

**Q: What skills did you bring with you from your food service experience that have helped your career at Choptank?**

**A:** "Customer service, for sure. Dealing with people out on the floor at the restaurant helped me build relations with our guests which kept the regulars around. Good customer service is an important part of my daily routine at

Choptank - building relationships with our carriers and customers is equally important.”

**Q: How did your position in the food service industry prepare you for your current position at Choptank?**

**A:** “It taught me how to handle volatile situations while staying calm. Reasoning with customers in any situation is key and it’s is an important part of my job at Choptank when speaking with carriers.”

**Q: How is the food service industry similar to logistics?**

**A:** “You're still dealing with customer service and doing your best to make everyone happy. You accommodate your customers. Working in logistics, you build connections with other employees, just like in the restaurant business. It almost feels like a second home, like family.”

**Q: What do you like better about working in the field of logistics versus the food service industry?**

**A:** “This is my first *real* job. It brings in the money that I need to support myself and my future family. I like that this is a steady 8-5, Monday through Friday job and that I am guaranteed 40 hours. When you work in the food industry, you're not guaranteed exact hours or exact pay. I also enjoy the pace of the job; keeping busy makes the day go by and keeps me fully focused.”



Job Title: **CARRIER SALES**

Prior Industry: **FOOD SERVICE**

**Q:** What skills did you bring with you from your food service experience that have helped your career at Choptank?

**A:** “I would have to say problem-solving was my main takeaway.”

**Q:** How did your position in the food service industry prepare you for your current position at Choptank?

**A:** “Managing a whole restaurant, from the team to the customer, was a huge help in my current position at Choptank. Everything was on a schedule and things had to be done quickly and correctly. I had to be the leader, sometimes verbally, sometimes by example.”

**Q:** How is the food service industry similar to logistics?

**A:** “They are both fast-paced and you have to be on demand at all times. Both industries never stop.”

**Q:** What do you like better about working in the field of logistics versus the food service industry?

**A:** “No more shift work!”



Job Title: **CARRIER SALES SUPPORT**

Prior Industry: **HEALTHCARE**

**Q: What skills did you bring with you from your healthcare experience that have helped your career at Choptank?**

**A:** “The ability to manage in a crisis. I worked for an optometrist who would treat emergency patients who either had a sudden loss of vision or an eye injury. It was imperative that we treated each situation and patient with the utmost respect and kindness. This helped keep them calm while we found the best solution to accommodate their urgent needs. I use these same skills when speaking with drivers who are upset or frustrated over issues with loads.”

**Q: How did your position in healthcare prepare you for your current position at Choptank?**

**A:** While sometimes it is easy to multi-task, it's imperative in both healthcare and logistics that whatever the job, it's done correctly. In healthcare, I learned to prioritize serious tasks first. For example, fixing a child's broken glasses that they needed for school is more important than reordering a patient's color contact lenses. Logistics is also a juggling act. Someone who is calling or e-mailing you may seem like the priority, but a driver who hasn't returned any check calls for days should be addressed first.”

**Q: How is the healthcare industry similar to logistics?**

**A:** “Almost everything! There is an SOP for everything you do. Healthcare MUST be coded/billed the first time correctly, as does any load we do to avoid short pays and rejected claims. The importance of customer service also is similar. If a customer likes a pair of glasses but wants them in another color, order what they wanted instead of just offering them what’s in stock. This is the same for logistics - do what the customer asks you to do, not what was easiest for you in the moment. If you can’t make it happen, be honest and upfront. And finally - follow the golden rule and treat people how you want to be treated. Everyone has their own stuff going on, but a smile on the phone can change an entire conversation from a negative issue to a positive experience for both parties.”



Job Title: **CARRIER SALES**

Prior Industry: **RETAIL**

**Q:** What skills did you bring with you from your retail experience that have helped your career at Choptank?

**A:** “Being able to adapt to everyone’s needs, as well as being personable.”

**Q:** How did your position in retail prepare you for your current position at Choptank?

**A:** “Being able to tackle obstacles and solve problems head-on has helped me immensely with my current position.”

**Q:** What do you like better about working in the field of logistics versus retail?

**A:** "I loved working in retail, but the hours made it hard to take care of my daughter. My career at Choptank is much more flexible and works better with my home situation. In both industries, customer service is a high priority. To be successful, it takes a person who can adapt to each situation and produce a favorable outcome."



Job Title: **CARRIER SALES SUPPORT**  
Prior Industry: **RETAIL**

**Q:** What skills did you bring with you from your retail experience that have helped your career at Choptank?

**A:** "Patience, keeping calm and remembering to breathe."

**Q:** How did your position in retail prepare you for your current position at Choptank?

**A:** "I was a head cashier and was in charge of overseeing others. I had to make sure they were doing everything correctly and on time. I remind myself at Choptank that I am the one in charge of keeping my drivers on track and getting the product to their deliveries safely and on time."

**Q:** How is working in retail similar to logistics?

**A:** "Retail is a lot like logistics because some days can be very hectic and you are dealing with different personalities."



**Q:** What do you like better about working in the field of logistics versus retail?

**A:** “What I love about logistics is every day is different, especially with the market constantly changing and the challenge of finding carriers when capacity is so tight. Also, retail isn't a career – working at Choptank is.”

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*In addition to the professions listed above, other occupations can also provide skills that benefit candidates looking for a career in logistics. To name a few: education, manufacturing, insurance, technology, law enforcement, and real estate.*

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*Logistics is an in-demand industry. There is more freight to move than there is available equipment to move it. The food we eat, the furniture we sit on, the wood used to build our factories and stores... it all relies on transportation. Come be a part of an exciting profession!*

**Interested in learning more?** Visit our website at [www.choptankcareers.com](http://www.choptankcareers.com).

## FAST FACTS

**Corporate Headquarters:** Preston, Maryland

**Nationwide Offices:** Baltimore, MD | Dallas, TX | Tampa, FL | Denver, CO | Atlanta, GA

**# of Nationwide Employees:** 310+



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