

# ANDREW SCOTT

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## CUSTOMER-FOCUSED U.S. & GLOBAL LOGISTICS & SUPPLY CHAIN EXECUTIVE

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**Sales & Marketing • Customer Service • Intermodal Coordination  
Acquisition Integration • International Operations Audits • Budgeting  
IT Project Management • Major Account Relations • Regulatory Compliance  
Strategic Partnerships • Vendor Relations • Cost Containment • Freight Transportation**

- Able to assess the competitive landscape, lead a unified team, plan and implement the strategies and tactics to grow and maintain market share – integrated two acquisitions with a potential loss of many of the existing freight forwarder customer base, and turned the potential \$20-25 million loss into a \$50 million gain within the first two years.

### PROFESSIONAL HISTORY

**THE SCOTT GROUP, LLC**, Birmingham, AL 2004 – Present  
Transportation and logistics consultancy focused on reducing a company's overall transportation expense and planning service and/or processes improvements.

#### President

Oversee business development and design consulting engagement operating plans for implementing all/outsourced transportation management opportunities. Coordinate with partner to target the Asian freight market to aid manufacturers, transportation providers and other industry brokers to deliver cutting-edge transportation solutions to their clients.

#### Representative Projects:

- Proposed to streamline the entire logistics process for a major home improvement chain, from ordering to fulfillment, in conjunction with a strategic alliance partner.
- Initiated talks with a key global logistics firm to optimize their Latin American Network.
- Act as managing director for a \$40 million charter brokerage company.

**RFD AIR CARGO**, Birmingham, AL 1985 – 2004  
Subsidiary of one of the world's largest, \$24B, package delivery company and leading global provider of specialized transportation and logistics services.

#### Division Manager, Global Marketing and Operations, 2003 - 2004

Supervised 150 employees. Oversaw the business planning process for \$500 million in revenue. Managed approximately \$20 million in Contract Vendor Relationships. Directed the Call Center which processes 2000 calls daily.

- Built the operational support structure that enabled RFD to begin participating in US Postal Service business in the U.S.; generated \$10 million in annual revenue in first year.
- Reduced vendor expense by 5%, \$1 million, at a time when all rates were increasing and fuel surcharges were being added to all of vendor charges; managed trucker wait times and mitigated unwarranted charges through audits.
- Oversaw the bidding process for RFD freight build-up stations; lowered costs through increased competitive bidding.

#### Marketing Manager, 2002 - 2003

- Developed a priority freight product that had airplane boarding priority, enabling the charging of double current rates for high value/extremely time-sensitive products; generated \$20 million, rather than the \$16 million year one revenue called for in the business plan.

**Global Account Manager, 2001 - 2002**

Managed two of the largest global accounts, CLYDE and FRESNO/CARLTON. Established policies and procedures for global accounts; grew revenue from \$60 to \$80 million.

- Helped integrate CLYDE and FRESNO/CARLTON after their acquisition; initiated controlled pricing and proactive communication with existing customer base to mitigate against loss due to the acquisition – instead of a projected \$20-25 million loss, gained \$15 million in the first year and an added \$35 million the next.

**Marketing Manager, Birmingham, AL /Miami, FL, 1997 - 2001**

Managed Marketing/Sales integration of two acquisitions.

- Established an air cargo web site; cut customer service telephone center hiring from 12%/yr. to 5%/yr. – approximately \$750,000/year in savings.
- Grew revenue from \$217 to \$ 365 million; established concentrated sales and marketing efforts to support any and all company additional air routes.

**Inter-modal Control Manager, RFD Airlines, Birmingham, AL, 1995 - 1997**

Managed flow of 3-Day Select Product over rail, air and ground transport.

- Reduced aircraft block hours flown by developing grounding plans; saved \$60 million over two years in pure operating expense.
- Maintained 3-Day Select service levels that met or exceeded goals; constantly monitored where the packages were in their delivery commitment cycle and grew product at 20+% annual growth for the first three years of operations.

**Reservation Center Manager, RFD Air Cargo, Louisville, KY, 1994**

- Managed a staff of 35 fielding 1000 calls/day, and maintained a 98% service level for all inbound calls, enabling strong customer retention.

**Sales Supervisor, RFD Aircraft Charters, 1992 - 1993**

- Grew revenue from \$6 to a record \$13 million; closed a repeat customer, EASTERN AIRLINES, and subbed for their aircraft in maintenance.
- Established department operating procedures for ISO 2000 certification.

**Industrial Engineer, RFD Airlines, 1991 – 1992**

- Developed work measurement for cargo operations and service center, as well as operating plans for the start-up of the Japan routes.

**Air Hub Control System Integration Team, RFD Airlines, 1989 - 1990****Load Planning Supervisor, RFD Airlines, 1987 - 1988****Part-time Supervisor, RFD Airlines, 1985 - 1987****EDUCATION**

<b>M.A.</b> , Marketing, Dalton University, Albany, GA	1994
<b>B.A.</b> , <i>summa cum laude</i> , Education, Elon University, Greensboro, NC	1984

**PROFESSIONAL AFFILIATION**

Member, Board of Directors, Alabama World Trade Center, 2002 – Present  
Institute of Supply Management (ISM)