

CBXGlobal

NEWSLETTER

News & Updates - October 2024

WE ARE CBX!

We are pleased to have you as a valued member of our community. This edition includes updates, tips, and exclusive content delivered directly to your inbox.

Thank you for being part of our community. We look forward to continuing to engage with you on this journey.

CEO MESSAGE



Logistics Since 1982

Dear Team, I hope you all are doing

great.

I want to share our company goals: our solid commitment to **personalized customer service**. In today's competitive market, this focus sets us apart. We demonstrate this great attribute thanks to the many committed employees at CBX Global, including each one of you. Every interaction, every delivery, and every solution we provide reflects the highest standards of care and dedication to our **clients' unique needs**. Customer satisfaction is not just a department's responsibility; it is everyone's priority, from Operations, Commercial, IT/MIS, Accounting, and all our leadership.

As we continue to grow and adapt to new challenges, I am excited to announce a new business intelligence (BI) initiative that will enhance our ability to serve our customers better and provide strategic insights into our operations. On September, many leaders of CBX got together to review, discuss, and share their vision for improving this vital area. At the same time, I share my vision of looking for new projects to help our team members with future automated billing and tools to help them provide the best personalized customer service in the market; I called it "**Welcome to the Blue Zone.**"

We are on the drawing board, focused on optimizing decision-making, improving efficiencies, and forecasting trends that keep us ahead of the curve. Our strategy includes using more technology not to replace but to support our customer service agents, giving them more time to focus on our CBX critical assets: customers' and employees' wellness.

Our growth strategy will focus on strengthening our relationships with existing clients while expanding our reach into new markets. Every interaction with a customer is an opportunity to build trust, foster loyalty, and create value; this mindset will drive our success. Together, these



Your passion, creativity, and resilience propel us forward, and **I am genuinely grateful for that.**

I encourage you to embrace this new chapter with enthusiasm and confidence. Our combined talents and shared vision will undoubtedly lead us to new heights. Remember, every challenge we face is an opportunity to grow stronger, every obstacle a chance to innovate, and every success a testament to our collective strength.

Team, our success is **thanks to you**, and we will continue to look for many strategies to support you and promote our customized, personalized customer service with the technology to improve the customer experience and support our people. Your dedication and hard work are not just acknowledged, but they are the driving force behind our company's success. Thank you for your ongoing commitment to excellence; we are proud of you

advancements will position us to deliver even more **excellent results**.

I extend my heartfelt gratitude to each of you for your unwavering dedication and hard work. Your efforts are the bedrock of our success, and I am inspired daily by your commitment to going above and beyond in all that you do.

and will soon have many great announcements for the big CBX family.

Joselin Ramos, CEO



WE LOVE WHAT WE DO



Logistics Coordinator

The **Logistics Coordinator** plays a critical role in ensuring that the collection, movement, storage, distribution, and delivery of freight is handled efficiently and to the customer's satisfaction.

At **CBX Global**, we recognize the importance of a productive and mutually beneficial relationship with our clients. That is why we have assembled a team of highly trained and qualified professionals to ensure the optimal delivery of our services. They are a primary factor in our clients' decision to trust us and continue to work with us.

Here are their primary responsibilities:

Communication

- Customer Support: Address the client inquiries and concerns regarding shipments, delivery times, and cargo conditions.
- Shipment Instructions: Receive and process shipment requests, ensuring all details are accurate and in accordance with company policy.
- Status Updates: Provide customers with regular updates on the status of their shipments.

Coordination

- Liaison: Serves as a liaison between the Sales Rep., customers, logistics team, and external partners (e.g., manufacturing, trucking companies, etc.).
- Problem Resolution: Mitigate any issues that might arise during the transportation process, including delays, damaged goods, or lost shipments.

Documentation

- Record Keeping: Maintain accurate records of all customer interactions, shipping instructions, and shipment details.
- Compliance: Ensure all documentation complies with the relevant legal and regulatory requirements.

Planning and Monitoring

- Scheduling: Assist in the planning and scheduling of pick ups and deliveries in order to meet customer expectations in a timely and efficient manner.
- Tracking: Monitor shipments to ensure they are on track and take corrective actions when there are deviations from the standard operating procedures.

Feedback and Improvement

- Customer Feedback: Gather and evaluate customer feedback in order to identify areas for improvement in service quality.
- Process Improvement: Collaborate with other departments to optimize logistics processes based on customer feedback and operational data.

By focusing on these areas, the Logistics Coordinator helps **ensure that goods are delivered efficiently** and that customers are satisfied with the service provided.

Overall, CBX Global offers a full range of services that set us apart and make us the source for any range of logistics needs, with the best and most qualified customer service to execute them.

If you have any questions about our services, please contact us at [**sales@cbxglobal.com**](mailto:sales@cbxglobal.com).

EVENTS



Logistics Since 1982



In the picture, BI Summit 2024 participants after a pickleball teambuilding

Business Intelligence SUMMIT 2024

As part of our continuous efforts towards efficiency, CBX Global celebrated its Business Intelligence Summit at Jacksonville, FL. It brought together key team members from different departments of CBX Global and multiple stations: JAX, MIA, GSO, SAL, SAP, BQN, SJU and SDQ.

The event was designed as comprehensive week that included trainings, workshops, education, team-building and, of course, fun.

Propellers Club of JAX

The Propeller Club - Port of Jacksonville held its 2024 Change of Command ceremony. During the event the attendees celebrated the club's successes, recognized past board members, the new members of board were appointed, and named one of our CBX team members as Vice President Elect.

Congratulations Irmannette. Your expertise and dedication will serve the Propeller Club and its members well.



In the picture, Irmannette Torres, Director of HR & Strategic Initiatives at CBX Global.

2024 Florida Supply Chain Summit



The 2024 Florida Chain Summit brought together government officials, industry leaders, professional organizations, economic development agencies and business professionals to promote the state of Florida as a global trade hub.

CBX team members attended the event to take advantage of the panel discussions, workshops and networking opportunities offered throughout the Summit.

In the picture, Cassey Baca and Roberto Dubon, Commercial Development at CBX Global - Miami.

Distinguished Citizen at Boys Scouts of America

At CBX, we are proud of our team's community involvement.

The Puerto Rico Council of the Boy Scouts of America recognized one of our own, Eric Santiago Justiniano, as a Distinguished Citizen of the Yagüeka District and established an award in his name.

Well done, Eric! We're honored to have you on our team.

In the picture, Eric Santiago Justiniano, Senior VP of Global Logistics at CBX Global.



The TCJAX

The Transportation Club of Jacksonville announced the addition of Sasha Davila to its Board of Directors as Marketing Chair for the current term.

Way to go, Sasha! We wish you all the best as you support our business community and bring industry experience and passion to the transportation and logistics industry in Northeast Florida.

In the picture, Sasha Davila, Director of Commercial Development & JAX Hub.

DR Forum 2024

This year, the National Council of Free Zones, in collaboration with the Dominican Association of Free Zones and the Ministry of Industry, Commerce and SMEs, and representatives of the Medical Devices Cluster participated in the DR Forum 2024.



During the event, several member companies participated in business rounds with national and international suppliers, continuing the objectives outlined in the Cluster's Strategic Plan to promote these linkages for the enrichment, productivity and development of the sector.

In the picture, Karin Reyes, Commercial Development and Sales, at CBX Global, and her client.



In the picture, BQN Supervisors Team

Every interaction we have with a customer, a vendor, a supplier or a coworker is an opportunity to make a difference. Our dedication and kindness is what sets us apart. It's not just about solving problems—it's about creating positive experiences. Thank you for being the heart of our success!



Erika Gonzalez
Application Support & Data
Analyst - El Salvador



Kevin Feng
Logistics Coordinator -
Chongqing



Lourdes Vilorio
Dominican Republic Country
Manager

Thank you for joining us in this adventure of discovery and growth. Stay tuned for insights, news, and more.

Until the next time!

Visit our website at
www.cbxglobal.com



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