

Tresa Agee

Account Manager



Career Summary

STAT Courier Service, Inc., Lake St. Louis, MO, 2001 to Present

Account Manager, 2016 to Present

As the Account Manager for STAT Courier, Tresa oversees the Customer Care Department, working to improve customer service procedures, policies, and standards. She also assists in several contract implementations nationwide. Tresa's strong leadership ability allows her to effectively lead a team of customer service staff and coordinate with the quality assurance personnel to ensure clients are receiving services that follow STAT Courier's mission.

Operations Manager, 2010 to 2016

Tresa served as Operations Manager where she improved the operation systems, processes, and policies in support of STAT Courier's mission. She managed and increased the effectiveness and efficiency of customer services through improvements to each function, as well as the coordination and communication between customers and Customer Service Specialists. Tresa contributed to short and long-term organizational planning and strategy and catered to clients or personnel concerns and needs when necessary.

Client Satisfaction Supervisor, 2002 to 2010

During her time as Client Satisfaction Supervisor, Tresa oversaw daily operations of Missouri State Laboratory routes and drivers. One of her responsibilities was supervising the Client Service Representative Department where she assured trips tickets were received in a timely manner. Tresa oversaw all account notifications and issues regarding the status of deliveries. Tresa was responsible for setting up all new accounts, in addition to Etrac accounts and answering any questions regarding Etrac service. She set up all new scheduled trips and made any necessary changes regarding current schedules. Tresa reported all incidents and was responsible for investigating the incident and preparing a complaint resolution.



Career Highlights:

Worked for STAT Courier for over 20 years

Over 30 years of customer service experience

Account Manager of large multi-state contracts

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Customer Service Representative, 2001 to 2002

As Customer Service Representative, Tresa was responsible for setting up on-call trips from clients on a daily basis and dispatching couriers on weekends and holidays.

ABF Freight System, Inc., Wichita, KS, 1986 to 2001

OS and D Clerk

At ABF Freight, Tresa was responsible for investigating any overages, shortages, or damages received on shipments brought into terminal. She located shortages and sent them to the correct customer. Tresa assisted the cashier with collections, acted as billing clerk, entering information from bill of lading for shipments being sent from terminal.

Education

Wichita State University, Wichita, KS

Business Administration

Certifications

Association of Public Health Laboratories

Certified APHL BioHazard Shipper/Transporter

