

LEADERSHIP PROFILE



GRETCHEN BLOUGH

Licensed Customs Broker and
Customs Brokerage Manager
Logistics Plus
Erie, PA

"The most damaging phrase in the language is: 'It's always been done that way.'" — Grace Hopper

Who or What Has Inspired You on Your Career Journey?

Blough: What inspires me is my love of learning. I was always the nerdy kid in school that always had a book in my hand. When Jim Berlin sent me to my first customs compliance assignment after I graduated from Edinboro University, he told me, "It's a bunch of computer stuff, and you know that, and a bunch of legal stuff, and you'll get that." Well, I did. I learned the import regulations and in 2014, I passed the U.S. Customs Broker Exam and got my broker license, allowing Logistics Plus to file customs entries. Each day, however, is a continuing learning experience. Since I am a customs broker, I must have at least

basic knowledge on a wide range of commodities — plastics, machine parts, food, cosmetics, measuring equipment, etc. In order to gain this knowledge, I need to research each topic, meaning I truly do learn something new every day.



LEADERSHIP PROFILE



KELLY DEMPSEY

International Manager, Imports
Logistics Plus
Erie, PA

"Don't judge each day by the harvest you reap but by the seeds that you plant."
— Robert Louis Stephenson

Who or What Has Inspired You on Your Career Journey?

Dempsey: Day to day, my co-workers and mentees are a huge source of inspiration. I feel a deep sense of responsibility to be my best for the people who depend on me to show up and work hard every day. My customers depend on that of course, but as a leader my team depends on it just as much. I think that mentality has positively shaped my career growth — the more I thought about how best to work with and help the people around me, the more trust they placed in me. In turn, those who mentored me early in my career noticed that dynamic and entrusted me with greater responsibility.

That kind of career progress, based on that kind of trust, is only possible in a work environment that fosters it. Working in an environment that emphasizes taking responsibility and being a good coworker enabled me to get to where I am today. I never take it for granted and try to create the same positive environment for my team.



LEADERSHIP PROFILE



EMILY GREIN

International Manager, Airfreight
Logistics Plus
Erie, PA

"Dream big and be disruptive. If you are doing the same thing as everyone else, you've already failed."
— Kendra Scott

Who or What Has Inspired You on Your Career Journey?

Grein: Attending college during the recession had a major impact on my career. The backdrop to my formal education was a struggling economy and companies being forced to enact massive layoffs. Studying business principles with that real-time example was a great motivator. My Business Management professor told our class during our first lecture, that during these times we, as students, should aim to be the best we could be. If we graduated as "B" students, we would be looked at as average, not exceptional, and that only exceptional students would find their place in the current working world. This sentiment resonated with me and motivated me to be the best student I could be, which eventually landed me at

a company where I have been able to grow my career.

I feel fortunate to work for a company that encourages individuality and appreciates hard work. It is rare to find a working environment where you are simultaneously encouraged to set your own goals but are also given the direction and training to grow.



LEADERSHIP PROFILE



LIBBY O'HARA

Manager, North American Operations
Logistics Plus
Erie, PA

"If you can't fly, then run. If you can't run, then walk. If you can't walk, then crawl. But, whatever you do, you have to keep moving forward."
— Martin Luther King Jr.

Who or What Has Inspired You on Your Career Journey?

O'Hara: When I sit down and really think about what or who has fueled my fire, so many people come to my mind.

My husband, without him encouraging me to try something new and his support while I was "figuring it out" I would never have been able to do this.

My kids, I want to be something that they can be proud of. I want to be an example of how hard work and good work ethic pays off.

My team, I love to watch each of them grow and help them find that something that they are great at and watch them pave their own career path.

My previous supervisors, they are the ones that taught me so many lessons of what to be and some what not to be. I will never forget when I was told "just let

them be the rock in your river." That little quote has become my daily pep talk to myself.

Finally, Jim Berlin, who took a chance on a woman who had no experience at all in this business, and he supports and respects me in everything I do. His leadership style makes me want to be best. The atmosphere here is amazing, and I am truly blessed to have the opportunity to be one of the leaders here at Logistics Plus.



LEADERSHIP PROFILE



MOLLY SCHOULLIS

Project Manager
Logistics Plus
Erie, PA

“Diligence is the mother of good fortune.”
— Miguel De Cervantes

Who or What Has Inspired You on Your Career Journey?

Schoullis: One of the things that I love most about my role is the incredible group of individuals that I interact with every day. I took a leap of faith two years ago to join LP because I knew the people I was going to work with would not stop for anything to make a positive difference in other people's lives. I am fortunate to come across quite a few of these people throughout my career; their desire to teach and want more is what truly inspires me.

Before joining LP, I worked at Starbucks and was managed by Tom Valerio. I had just graduated and was eager to learn and progress in an upward direction. Tom acknowledged my zest to work

hard and grow and spent the time to teach me about the industry, the intricacies of the business and how to lead others with kindness and respect. Tom believed in me, respected me and empowered me. Because of Tom, I want others who work with me to feel the way I do about Tom. I can only hope to grow and inspire others the way Tom inspired me.



LEADERSHIP PROFILE



KORTNIE HARMLE

Project Manager
Logistics Plus
Erie, PA

“If I have seen farther than others, it is by standing on the shoulders of giants.”
— Isaac Newton

Who or What Has Inspired You on Your Career Journey?

Harmle: Throughout my career I've been very lucky to be surrounded by true professionals who are passionate about their craft. Personalities varied across the board. They brought different perspectives to solving problems, but everybody was focused on common goals and the bar for success was set very high. I'm extremely grateful for that.

Those experiences influenced my approach to leadership and managing teams, which is a complex problem to solve. It takes understanding, planning, patience and many more characteristics that I work to improve continuously.

At Logistics Plus, our culture, goals and mission have all been developed over time – they're the cumulative result of

everything we've done. And we're a self-selecting group. Everybody is like-minded here (passionate, hard-working, entrepreneurial, risk-takers). There is nothing more rewarding than knowing I am part of, and a leader of, a team that truly cares about what we do and subscribes to the same beliefs. And as we keep growing, I strive to build a culture that will bring perspective, energy and fun to the challenges at hand.

