

# ROBERT SMITH

## Crew Dispatcher

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Crew Dispatcher with 3 years of experience in Ensuring that all CMA/VRU outages are reported, and also Ensuring that Personal Leave Thresholds are maintained on a terminal by a terminal basis in accordance with established criteria; advising Field when exceptions occur.

## EXPERIENCE

### Crew Dispatcher

#### ABC Corporation - MARCH 1999 - FEBRUARY 2003

- Balanced to ensure all trains had sufficient crew members for safe operation.
- Collaborated with floor managers, chief train dispatchers, and train masters in multiple train yards on time operation of all trains.
- Kept tract of available manpower, routed crewmembers, scheduling of the crewmembers, communication with the trainmen and engineers in accordance with their contract between the union and the company in making their monthly seniority moves, marking off and back off from sick days, scheduling their vacation and personal leave days and in notifications of their jobs being annulled, abolished or other the making sr.
- Moved to roll them off of their assignments.
- Prepared detailed daily reports of crew operations for multiple train yards.
- Compiled data and prepare reports, charts and business correspondence, entered data and retrieved information via mainframe or personal computer to prepare payroll, bills, checks or other documents, ordered, stocked and maintained office supplies, resolved customer complaints, worked independently in a fast-paced, demanding environment, communicated by radio, telephone, intercom, computer or other communication devices.
- Ensured compliance with all railroad rules and regulations for safety, operations and the Federal Railroad Administration (FRA).

### Crew Dispatcher

#### Delta Corporation - 1998 - 1999

- Contacted crews for trains Make sure crews are rested and qualified Make they are there on time Accomplishments Making sure trains were called on .
- Accounted for the proficient handling of administrative duties that include Calling train employees to work in accordance with applicable labor .
- Prepared daily work and set up route schedules for technicians to run

Relay work orders, messages, or information to or from customers, work crews, .

- Assigned T&E employees (trainmen and engineers) to their proper train locations Assisted T&E employees with all types of requests(mark offs/ups, .
- Present -Enforce Collective Bargaining Agreements -Work independently in a fast-paced, demanding call center environment -Ensure compliance with all .
- Riverdale, IL Skills, Designations and Training Type 70 words per minute Proficient in Microsoft Office Proficient in Quickbooks Accounting Software .
- Schedule staff for vessels in accordance with USCG regulations, ISM, SMS and union language; ensure compliance with contract terms/conditions within .

## **EDUCATION**

- GED

## **SKILLS**

Type 60 Wpm, Data Entry, Payroll, Ten Key By Touch, Customer Service, Filing, Procurement, Inventory Control.