

# Robert Smith

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## Service/Dispatch Manager

### SUMMARY

Looking for a position where I can put to work my excellent Customer Service abilities and training along with my extensive office and accounting skills. Motivated, professional go getter with a strong work ethic that goes above and beyond. Quick learner, strive for perfection in every task. Wide customer service training spectrums, supervisory roles, confidential records and sensitive documentations.

### SKILLS

Microsoft Office, GIMP, Styling.

### WORK EXPERIENCE

#### Service/Dispatch Manager

ABC Corporation - August 2005 - December 2012

- Dispatched and supervised up to 35 semi drivers and 3 office employees on a daily basis throughout Colorado.
- Hired up to 25 outside trucking companies to assist in daily operations and create daily dispatches for those companies as well as Pioneer trucks.
- Reconciled truck logs, pay drivers, and ensure 15 retail yards, multiple company pits are stocked for retail sales with product from outside venders throughout Colorado, Wyoming, Kansas, Arkansas and South Dakota.
- Employee evaluations, training, rewards, disciplinary actions.
- Tracked and scheduled preventative maintenance services for all trucks and heavy equipment statewide through inside company mechanics as well as outside venders.
- Understand other state rules in the purchase over the road permits and compliances for trucks and maintain record of receipts of costs and expenses.
- Ensure company remains in compliance of CDOT rules and regulations with constant tracking, involvement and understanding in over 60 driver DOT logs.

#### Dispatch Manager

ABC Corporation - 2002 - 2005

- Scheduling 7-14 drivers through the day to make timely deliveries to accounts.
- Processing products and assigning to correct areas or departments.
- Distributing motor parts in a fast and friendly manner with 100% accuracy.
- Assisting team members in any area needed to ensure daily work is complete.
- Performing administration duties, credits, accounting, and payroll.
- Shipping and Receiving.
- Supervising and managing restocking of inventory..

### EDUCATION