

# ROBERT SMITH

## Dispatch Supervisor

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

Motivated, self-driven professional with over five years of sales and customer service experience. Genuinely enjoy helping people through consultative sales. Known for ability to build relationships and educate customers, resulting in customer satisfaction, retention, and increased sales.

### CORE COMPETENCIES

Strong Organizational Skills, Active Listening Skills,.

### PROFESSIONAL EXPERIENCE

#### Dispatch Supervisor

**Bags Of Nevada - August 2016 – 2019**

##### Key Deliverables:

- Provide prompt customer support by listening to customers and responding in a way that resolves their questions and problems and meets or exceeds their expectations.
- Answer inbound calls in a professional and courteous manner, and provide customer service and order management to customers, drivers and internal sales force.
- Collect bags from airline baggage service offices and load bags into truck, some weighing over 50 lbs.
- Trace freight and use troubleshooting skills to track down location of freight that is lost, late, misdirected, etc.
- Complete dispatch pick-up calls communicating directly with customers to schedule and arrange for freight arrival according to customer requirements.
- Work closely with customers to develop positive working relationships and to expand freight opportunities wherever possible.
- Using systems, enter data into computer system and use information to answer questions and problems as they arise.

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**ABC Corporation - 2013 – 2016**

##### Key Deliverables:

- The management of the operations center monitoring the roadways including detecting, confirming, updating and responding to scheduled and unscheduled traffic and incident management events, congestion and travel time imbalances in the geographical coverage area with monitoring and/or surveillance capabilities.
- Monitor and report data entry on incidents impacting I-95 and I-495 Express Lanes.
- Reviews Traffic Control Room Operator (TCRO) reports for quality assurance during incidents.
- Manage and log events and congestion using the customized windows based software, and ITS devices, both electronic (e.g., website server, incident detection algorithms) and in

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the field (e.g., vehicle detection stations (VDS), CCTV cameras and Dynamic Message signs (DMS).

- Manage roadway reversals for Express Lanes gates coordinating with high occupancy lane patrollers.
- Arranged and hosted post incident analysis powerpoint for major roadway impacting incidents.
- Trained new employees and current employees in operation traffic management as per DOT state regulations..

### EDUCATION

- Associate in Science - 2015(CSN - Las Vegas, NV)