

ROBERT SMITH

UPS Dispatch Supervisor

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I have many years working in the transportation and logistics field. My strengths are efficiency, effectiveness, along with driver and customer relations. I have a strong working knowledge of computer systems and programs as well as routing, DOT regulations, driver management/relations/coaching skills, the ability to multi-task and deliver exceptional customer satisfaction. I am looking for a company where my leadership skills will be recognized and appreciated, while taking that company's efficiency and drivers to the next level.

EXPERIENCE

UPS Dispatch Supervisor

ABC Corporation - DECEMBER 2011 - APRIL 2013

- Ensured that all dispatch objectives were met on a daily basis as assigned by the Regional Manager and Project Manager.
- Effectively managed 4 dispatchers, including training and policy and procedure enforcement.
- Responsible for driver scheduling and efficiencies under the current Metro Access contract.
- Effectively implemented "best practices" for dispatchers to help streamline operations and maintain peak on time performance.
- Supervised the overall pick up and delivery of 400+ trips daily Assists in the hiring and management of operators and dispatch personnel.
- Ensured overall excellent customer service and complaint ratios of less than 6% per 10,000 passengers.
- `#{job_description7}`

Dispatch Supervisor

ABC Corporation - 2009 - 2011

- Notify appropriate management personnel of all issues, call-offs, incidents, service requests, vehicle tows, injuries, and complaints received during their time of shift.
- Handle after-hours calls for ten different branches and direct calls to the respective contact appropriately.
- Supervise daily operations and ensure staff provides the highest quality service in accordance to the policies and procedures.
- Respond to employees, vendors, and clients inquiries appropriately and in a timely manner.
- Maintain a good communication with co-workers and a positive and professional work environment.
- Answer all incoming call from multi-line switchboard and transfer/route all calls, take messages as needed.
- This is Dummy Description data, Replace with job description relevant

to your current role.

EDUCATION

- - (Edna High School - Edna, TX)

SKILLS

Microsoft Office, Excel, HTML, JAVA, C++, Javascript, CSS, Microsoft Access, Objective C, SQL, User Experience Design, Troubleshooting, Computer Repair, Network Administration, Asp.Net.