

ROBERT SMITH

UPS Dispatch Supervisor

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

SUMMARY

Military police protect the lives and property on Army installations by enforcing military laws and regulations. They also control traffic, prevent crime and respond to all emergencies. **JOB DUTIES** Law enforcement patrols Interview witnesses, victims and suspects in investigations Crime scene security and processing Arrest and charge criminal suspects.

CORE COMPETENCIES

Computer, Microsoft Word,Power Point, Excel.

PROFESSIONAL EXPERIENCE

UPS Dispatch Supervisor

MORTON POLICE DEPARTMENT - 1995 – 2019

Key Deliverables:

- Perform as shift supervisor/lead dispatcher for any assigned shift within police or fire communications center.
- Provide training and testing supervision of subordinate personnel, to include the assignment/review of work.
- Prepares input to performance evaluations, receives/dispatches routine/emergency telephone calls/radio communications from/to citizens, patrol units, other law enforcement, fire and rescue, or other public safety agencies.
- Act as shift supervisor in dispatching personnel and equipment in emergencies using established protocols.
- Operates a variety of communications equipment, operates an electronic telephone console, receives emergency calls and provides information to the public.
- Prepares and maintains accurate records and logs of all radio transmissions, telephone calls and other records, files, information systems.
- Type information on a computer keyboard to process or update information accurately.

Dispatch Supervisor

ABC Corporation - 1990 – 1995

Key Deliverables:

- Daily interaction with 30 owner operators in this specialized branch of trucking the import/export shipping containers side.
- Worked diligently with our customer base providing excellent customer service in providing trucking rates, setting appointments and dealing with the steamship lines and rail roads to make sure the process flowed fluently.

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- Arranged drivers dispatches daually up to 80 loads and by data entry sent work to all drivers.
- The biggest challenge I had to deal with was changing the office over from everyone in the office helped the drivers to having 2 strong dispatchers to handle all driver issues to allow the other office staff to focus on their particular jobs.
- This was something new implemented when I came aboard.
- It has been a tough struggle but in doing so the company has began to return to meeting budget goals consistently.
- Skills Used Conflict Resolution Account Management Rate Negotiation Customer Service/Sales Self Starter Dispatch/Routing Time Management Critical Thinking Decision Maker Communicate Effectively.

EDUCATION

Associate of Science in Nursing - (EAST CENTRAL COMMUNITY COLLEGE - Decatur, MS)

