

Robert Smith

Dispatch Supervisor

CONTACT DETAILS

1737 Marshville Road,
Alabama
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PERSONAL STATEMENT

Scheduling Manager/ Customer Service Manager who goes above and beyond and takes on multiple projects at once. Excellent work ethic and strength in boosting company Morale.

SKILLS

I have taken and passed the postal exam I am CPR certified.

WORK EXPERIENCE

Dispatch Supervisor

ABC Corporation - July 2014 - November 2014

Responsibilities:

- Managed a 60 vehicle fleet of cable technicians.
- Provided an elevated customer experience to generate a loyal clientele.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Served as the main liaison between customers, management and sales team.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Screened applicant resumes and coordinated both phone and in-person interviews.
- Cross-trained and backed up other customer service managers.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

Dispatch Supervisor

ABC Corporation - April 2012 - July 2014

Responsibilities:

- Managed a 120 vehicle fleet of cable technicians Ensured their routes were routed efficiently daily Investigated and resolved customer inquiries and complaints in an empathetic manner.
- Adhered to all confidentiality requirements at all times.
- Met all customer call guidelines including service levels, handle time and productivity.
- Solved unresolved customer issues.
- Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
- Strong leader of customer support staff.
- Facilitated inter-departmental communication to effectively provide customer support.

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

Bachelor of Science in Human Resource Management -
2014(Colorado Technical University - Colorado Springs, CO)