

Robert Smith

Admin Assistant/Dispatch Supervisor

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SUMMARY

Dependable Office Worker with more than 12 years of transferable experience. Proven clerical, organizational and communication skills in a variety of settings. Upbeat attitude with a history of producing quality results. My experience has come from working with non-profits as well as private companies. I feel very fortunate to have been able to do this and have gained invaluable knowledge in the process which would be an asset to any potential employer.

SKILLS

Typing , as400, Axon, MS Office.

WORK EXPERIENCE

Admin Assistant/Dispatch Supervisor

Access2Care - December 2014 - 2019

- Supervised 10 dispatchers and ensure that queue is being worked properly.
- Answer questions about policy and procedure from employees.
- Responsible for hiring, scheduling, terminating, and coaching of employees.
- Monitored multiple call queues to ensure all calls were being answered and dispatchers were available to take incoming calls.
- Completing rate sheets for providers additional services and ensuring amounts are correct for billing purposes.
- Act as a mentor for other agents by helping answer program and system questions in absence of other supervisors.
- Performed vehicle inspections to assist network coordinators with credentialing for transportation providers.

Dispatch Supervisor

ABC Corporation - 2010 - 2014

- Supervise 12 delivery drivers for 2 shifts (day/swing).
- Dispatch approximately 150 deliveries per day to all major studios and post-production houses throughout the greater Los Angeles area.
- Coordinate all deliveries and pick-ups from studios and post-production facilities in a time critical manner.
- Log all deliveries for tracking purposes; include where, when, who signed for each item.
- Research and purchase of all delivery vehicles; responsible for maintenance of 15 delivery vehicles.
- Conduct annual performance evaluations and recommend all pay raises.
- Implement any necessary disciplinary actions for all delivery drivers.

EDUCATION