

Main Dispatch Supervisor

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
[linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)
Address: 1737 Marshville Road,
Alabama.

Objective

Customer Service Manager/Director experience with all the facets of the hiring, training, coaching, and development processes of call center representatives. Essential Call Center Management Skills: Skilled in call center day to day operations Familiarity with Key Performance Indicators (KPI's) Multi - line phone operation proficiency Committed to maintaining data integrity Exceptional workflow management Persuasive Speaker.

Skills

70+ WPM ., Data Entry, Dispatching, Adobe, Word, Customer Service, Excel, Filing, Logistics, Management, Operations.

Work Experience

Main Dispatch Supervisor

ABC Corporation - March 2014 - October 2014

- Daily oversight of dispatch teams work performance daily, weekly, and monthly.
- Provided various statistical reports to upper management on a weekly and a monthly basis.
- Provided technical assistance to the staff Position also served as a working supervisor performing dispatch functions when needed.
- Handled all interviews and terminations for the dispatch department.
- Performed all annual employee evaluations and reviews.
- Assigned and delegated work projects as needed.
- Reviewed and resolved all customer escalations with our client Bighthouse to their satisfaction.

DISPATCH SUPERVISOR

ABC Corporation - 2012 - 2014

- Assisted a team of 5-9 individuals with timely transport and delivery of disabled customers to and from the desired areas upon request; within the required time restraints to ensure they made it to their destinations on time.
- Promoted to supervisor about 12-15 weeks into employment.
- 100% timeliness for delivery and pick up of customers.
- Trained employees on time management skill.
- Tracked and entered time for employee routing schedule.
- Created plans to ensure effective and efficient operations in a multiplicity of conditions.
- MILITARY.

Education

High School Diploma - August 1994(Sea breeze High School - Ormond Beach, FL)