

ROBERT SMITH

Flight Dispatch Supervisor

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

SUMMARY

Excellent business management skills in an office environment Capabilities span a variety of tasks, including office management, human resources, word processing, calendar management and database program use Leadership qualities in managing the work efficiently and in running the administration smoothly Distinguished Service Award, 2014 Exceptional Performance Award, 2015 Distinguished Service Award, 2016.

CORE COMPETENCIES

MS Office, TMW, Typing, Typing, Excel, Outlook, Fax, Email, Email.

PROFESSIONAL EXPERIENCE

Flight Dispatch Supervisor

ABC Corporation - May 2016 – October 2016

Key Deliverables:

- Provided daily direction and communication to employees to ensure customer service calls are answered in a timely, efficient, and in a knowledgeable manner.
- Responsible for suggesting methods to improve area operations, efficiency and service to both external and internal customers.
- Provided statistical and performance feedback and coaching on a regular basis to each team member.
- Wrote and administered performance reviews for skill improvement.
- Provided appropriate training, coaching, counseling and direction to Customer Service Representatives/ Dispatchers.
- Prepared corrective action forms and communicate effectively with employees with regard to the appropriate corrective action as required.
- Scheduled dispatchers according to volume needs.

Dispatch Supervisor

ABC Corporation - 2015 – 2016

Key Deliverables:

- Started as a Customer Service Representative in the Call Center for Ironwood Communications.
- Promoted to Regional Dispatcher Supervisor for the State of Colorado which has a work force of over 300 technicians.
- This position includes scheduling dispatchers and Regional Managers Reports.
- Developed spreadsheets to become more successful, such as monitoring techs routes and estimated times of arrival to customers location.
- Familiar with WFX, CSG, Excel, MS Word, several back office programs.
- Strong customer and technician service skills.
- Working as a team with management.

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EDUCATION

- BS in Business Administration - (Kaplan University)