

ROBERT SMITH

Dispatch Supervisor III

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SUMMARY

To Excel in the company I work for and to use my abilities and skills Dependable, self-motivated, and able to work well with others. Strong organizational skills including planning, scheduling, and filing. Excellent interpersonal skills. Multitasking is a plus for me.

SKILLS

Proficient with MS Office programs.

WORK EXPERIENCE

Dispatch Supervisor III

Len The Plumber - January 2014 – 2019

- Maintain the service technician schedules and dispatches technicians as service calls are completed.
- Schedule technician return trips with customers to complete jobs after arrival of parts.
- Maintain on call schedule for service technician and after hours service procedures.
- Enter service calls, schedules calls, and generates call debriefing with technicians daily.
- Maintain customer database, ensuring complete, accurate, and updated entry of information.
- Respond to customer inquiries regarding company schedule and requested lead times, equipment service, and service invoicing, and general inquiries.
- Respond to service technician requests both by online and phone.

Dispatch Supervisor

Thatcher Chemical Company - 2011 – 2014

- Presided over all aspects of driver dispatch.
- Fluent in DOT Regulations.
- Dispatched and scheduled 48 power units and 230+ Tanker, Van and Flat Bed trailers Worked and filled in for Customer service, Sales and Safety Director.
- This included Creating the Monthly safety letter, Utilization reports of fleet.
- Acted as Liaison for the manufacturing plant in efforts to coordinate loading and product manufacturing.
- Included loading trailers with forklift after hours.
- Contact point and support for 3rd party logistic providers picking up or delivering.

SCHOLASTICS

- Associate - (Sacramento City College)