

# ROBERT SMITH

## Dispatch Supervisor

[info@qwikresume.com](mailto:info@qwikresume.com) | [LinkedIn Profile](#) | [Qwikresume.com](#)

Highly organized MBA with extensive supervisory and managerial experience in the retail, service and transportation fields including small business operations. Contributed to increasing customer service satisfaction by 174% from [ ].

## EXPERIENCE

### Dispatch Supervisor

#### ABC Corporation - APRIL 2006 - SEPTEMBER 2007

- Arranged daily dispatching schedules for 20 employees.
- Assisted management to conduct bilingual meetings with Spanish speaking workers.
- Responsible for opening and closing warehouse based on assigned shift.
- Assisted warehouse manager in inventory, storage, loading and unloading activities.
- Provided support to management by processing payroll and customer payments.
- Reported accidents and results of customer satisfaction surveys to management.
- Provided strong support to clients by handling all phone calls regarding service status.

### Dispatch Supervisor

#### ABC Corporation - 2005 - 2006

- Oversaw day to day office functions including but not limited to organizing office operations.
- Staffing and answer telephones with a heavy call volume and direct calls with accuracy.
- Maintain count list of items received or shipped and check against bill of lading recording any discrepancies.
- Prepare all paperwork and the repackaging of all OS&D freight.
- Maintain accurate records to report all OS&D freight issues on a daily or weekly basis to terminal management.
- Contact customers and coordinate delivery times to schedule appointments for freight delivery.
- Respond to customer inquiries regarding bill of lading and provide proof of delivery to customers by contacting other departments and/or terminals to trace shipments Respond to customer complaints concerning billing or services rendered, referring complaints.

## **EDUCATION**

- Master of Business Administration in Business Administration - (University Of Phoenix - Phoenix, AZ)

## **SKILLS**

Certified personal trainer.