

ROBERT SMITH

Jr. Lead Dispatcher

E-mail: info@qwikresumc.com

Phone: (0123)-456-789

SUMMARY

Lead Dispatcher is a self-directed role, and will be responsible for establishing and documenting procedures for live dispatching. Manage daily truck activity to ensure driver productivity is commensurate with hours worked.

SKILLS

Microsoft Office, Management, Marketing, Keyboarding, 10 Key By Touch, Filing, Clerical.

WORK EXPERIENCE

Jr. Lead Dispatcher

ABC Corporation - 2004 – 2013

- Running a fully operational dispatching service.
- Coordinating drivers and crews to send them to appropriate jobs.
- Giving detailed logistical instructions to dispatchers.
- Maintaining records related to delivery and customer receipt.
- Maintaining a record of mileage, fuel used, Coordinating the daily operations of drivers.
- Developing a strong working relationship with drivers.
- Communicating with drivers using a two-way radio.

Lead Dispatcher

Delta Corporation - 2004 – 2006

- Currently dispatching for a flatbed transportation company with 15 owner operators/drivers whom I supervise daily.
- Other daily activities include securing new business and freight within the south/southeast region with companies that ship steel, wood, brick.
- Quoting profitable and competitive rates if needed along with having to prioritize and plan trips, matching equipment and drivers to shipments.
- Provide customer service via phone and Dispatch drivers daily and verbally confirmed future reservations Updated and maintained client.
- Handled credit card, check and cash payments from clients Prepare the following days hard copies for chauffeurs Accomplishments I started working.
- Skills Used Strong customer service on phones and in person, The ability to work independently and make major decisions quickly and without direction.
- Supervised and continuously developed 18 employees Scheduled deliveries and staffed accordingly Routed and expedited on-time deliveries of all loads.

SCHOLASTICS

- Criminal Justice - (University Of Central Florida - Orlando, FL)