
Accident Tow Dispatcher Resume

Job Objective

To obtain a job as Accident Tow Dispatcher and perform my duties with full dedication.

Highlights of Qualifications:

- Excellent experience in providing customer services in case of any accident
 - Sound knowledge of communicating successfully with clients
 - Profound knowledge of analyzing information obtained from clients
 - Ability to structure the task and complete it effectively
 - Ability to ensure compliance to guidelines and tasks
 - Proficient in facilitating to initiate appropriate decision
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Professional Experience:

Accident Tow Dispatcher
GEICO, Stockton, CA
August 2012 – Present

Responsibilities:

- Administered and received calls coming in from policy holders who have been involved in various accidents.
- Monitored various outbound calls to policy holders and ensured timely delivery of vehicles.
- Provided optimal level of customer services and prepared loss reports for vehicles.
- Utilized computer systems and documented information accurately.
- Performed various clerical tasks and maintained records of billing information.
- Coordinated with distressed customers and dispatched the same in a hurry.

Accident Tow Dispatcher
Diamond Ground Transportation, Inc., Stockton, CA
May 2009 – July 2012

Responsibilities:

- Managed communications with various departments and ensured optimal customer services.
 - Developed and maintained professional relationship to achieve results.
 - Coordinated with departments for various recruitment events and assisted in enrollment.
 - Maintained a control over the call volume and completed work as per requirement.
 - Administered inquiries from customers and ensured quality services.
 - Managed and processed claims and ensured completion within required timeframe.
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Education:

Bachelor's Degree in Emergency Services
Georgia Highlands College, Rome, GA

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