
Dispatch Clerk Resume

Job Objective

To obtain a Dispatch Clerk position that will allow me to utilize my skills and has potential for growth.

Work Experience:

Dispatch Clerk, May 2004 – Present
Ahern Rentals Inc., Minneapolis, MN

- Interpreted, analyzed, scheduled, dispatch and route records and correspondence.
- Dispatched oversized loads to out hauling companies.
- Cleared, updated and completed customer records.
- Ensured accurate billing through the use of user friendly, menu-driven programs.
- Dispatched drivers throughout local City areas and maintained accurate record of driver logs and ensured maintenance and safety of trucks.
- Worked closely with sales staff in scheduling deliveries and pickups of equipment.
- Maintained accurate record of driver DVIR and logs; made sure trucks are safe and maintained and repaired when needed.

Dispatch Clerk, March 2002 – April 2004
Ryder Logistics & Transportation, Minneapolis, MN

- Coordinated with customers and salesmen for delivery directions and ensured that all trucks remain legal and State inspection and DOT ready.
 - Assisted in transferring equipment between cities and communicate with other dispatch managers.
 - Communicated with stores about equipment in dispatch and coordinated for instructions when equipment to be delivered has problems.
 - Assigned field service technicians to field repairs in accordance to urgency and communicated with customers accordingly.
 - Communicated with customers on location of off-rented equipment and with repair shops on repairs.
 - Assigned drivers pick up's according to need of more deliveries, location, age of off rent, need of equipment type.
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Summary of Qualifications:

- Possess fundamental knowledge of dispatching duties and techniques
 - Ability to interpret maps
 - Ability to communicate clearly and effectively
 - Ability to work any shift assigned, which may include overtime, emergency callouts, weekends and holidays
 - Excellent professional phone skills and ability to communicate clearly
 - Ability to multi-task and work in fast-paced environment
 - Excellent customer oriented personality
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Education:

Associate Degree in Public Relations, Cuyahoga Community College District, Cleveland, OH

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