
DISPATCH SUPERVISOR RESUME

Objective:

Seeking work in my desired field as Dispatch Supervisor with a well-established company.

Qualifications:

- Vast Experience in dispatch and customer service
 - Exceptional knowledge of Distribution system design, functions and maintenance
 - Wide knowledge of driver pay rates and customer billings
 - Solid understanding of Construction principles, practices, safety standards and business processes.
 - Proficient with Microsoft applications, SAP, Spreadsheets, and word processing
 - Amazing ability to prepare reports, correspondence and procedure manuals
 - Outstanding ability to effectively lead a diverse group of individuals
 - Ability to adjust freight schedules adequately according to change
 - Remarkable ability to adapt and remain flexible in a dynamic environment
 - Strong customer service, planning and organizational skills
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Experience:

Dispatch Supervisor, August 2005 to till date
MV Transit, Fort Worth, TX

- Ensured dispatch personnel are effectively performing linked function.
- Recommended suggestions to maximize efficiencies and resolved issues.
- Monitored specific charts and daily graphs to ensure that all service calls are completed in a timely manner.
- Monitored critical call statistics and ensured calls timely resolution.
- Ensured overall compliance with various office policies.

Dispatch Supervisor, June 2002 to July 2005
Charter Communications, Fort Worth, TX

- Recommended suggestions to maximize efficiencies and resolved issues.
 - Ensured that all service calls are being managed and completed in a timely manner.
 - Monitored Dispatcher calls for Quality Assurance purposes and coached for improvement when training, process issues are identified.
 - Implemented new policies and procedures and oversaw changes implemented.
 - Oversaw training for newly hired and ongoing training for dispatchers.
 - Hired, trained and evaluated dispatch personnel.
 - Oversaw scheduling of workloads for dispatchers.
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Education:

Bachelor's Degree in Business Administration, Valley City State University, Valley City, ND

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