

SAM SMITH

123 Any Street • Any Town, USA 12345

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DISPATCH SUPERVISOR WITH 7+ YEARS OF TRANSPORTATION MANAGEMENT EXPERIENCE

Operational & Administrative Management/Safety & Regulatory Compliance/Staff Supervision & Scheduling

PROFESSIONAL PROFILE

A conscientious, solutions-focused, and results-driven transportation professional with comprehensive and diverse experience, widespread industry training, and an impressive record of achievements as a Supervisor, Dispatcher, Driver, and Owner/Operator. A skilled communicator, leader, and performer able to successfully prioritize workflow, field and resolve issues, manage multiple and concurrent responsibilities, and meet and exceed challenging goals and objectives. A team-player and builder demonstrating a high-level of accuracy and thoroughness. Accustomed to working under fast-paced, high-volume, time-sensitive conditions and interacting effectively with all levels of support staff, management, and key internal/external stakeholders. Strong qualifications in personnel development, relationship management, and performance improvement. Exceptional interpersonal, organizational, troubleshooting, and problem-solving skills. Superior written, oral, and technical aptitude. Microsoft Office Proficient.

CORE COMPETENCIES

- *Operations/Fiscal Management*
- *Cost Productivity/Containment*
- *Contract/Price Negotiation*
- *DOT/Regulatory Compliance*
- *Data Tracking & Reporting*
- *Customer Service/Support*
- *Vendor/Supplier Relations*
- *Order/Delivery Confirmation*
- *Logistics Planning/Management*
- *Staffing/Route Scheduling*
- *Employee Supervision & Training*
- *Driver Recruitment/Retention*
- *Safety Management/Enforcement*
- *Equipment/Materials Transport*
- *Preventative Maintenance/Repair*

LICENSURE/CERTIFICATIONS

- Class A Commercial Drivers License (CDL)
- OSHA 8-Hour Refresher 29CFR 1910.120 Certification
- DOT "What Drivers Need to Know" 49 CFR 172704 Subpart H

PROFESSIONAL CHRONOLOGY

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|---|----------------------|-------------------------------|
| ABC Company
<i>Dispatch Supervisor - Twenty (20) Owner/Operators Running Forty Eight (48) States and Canada</i> | Any Town, USA | Sept. 2007 - Present |
| ABC Company
<i>Dispatcher (Jul. 2005 - Sept. 2007) - Close to Fifty (50) Over-The-Road and Local Tractor Trailer Drivers
Owner/Operator (Apr. 2001 - Jul. 2005)</i> | Any Town, USA | Apr. 2001 - Sept. 2007 |
| ABC Company
<i>Proprietor/Driver</i> | Any Town, USA | Feb. 2000 - Apr. 2001 |
| ABC Company
<i>Sales Representative/Automobile Service Writer</i> | Any Town, USA | Sept. 1998 - Feb. 2000 |

KEY QUALIFICATIONS/HIGHLIGHTS OF PROFESSIONAL EXPERIENCE

- Experienced Supervisor/Dispatcher of:
 - A group of forty five (45) to fifty (50) over-the-road and local tractor trailer drivers.
 - Twenty (20) owner/operators that are leased on to ABC Transportation running forty eight (48) states and Canada.
- Documented track record of assuming increasing levels of responsibility, earning promotions, and receiving performance-based wage increases.
 - Promoted within two (2) months of employment at ABC Company; awarded my own board (forty five (45) to fifty (50) trucks to supervise) along with a pay raise.
 - Selected to take over the haz-waste board (one of the top earning boards in the company), 2006.
- Promoted the sale of logistical solutions to new and existing customers; solicited new business, enhanced and maintained relationships with key accounts, provided rate quotes, confirmed orders, established delivery times, and met daily deadlines.
- Ensured customer satisfaction within all areas of sales and service; served as the liaison between the driver and customer and made certain that all orders were scheduled for on-time pickup and delivery. Available and responsive to both customers and drivers 24/7.

KEY QUALIFICATIONS/HIGHLIGHTS OF PROFESSIONAL EXPERIENCE (CONTINUED)

- Recruited, hired, trained, retained, scheduled, and managed drivers; provided ongoing direction, instruction, and support.
- Managed drivers' daily dispatch and brokered freight when necessary to achieve organizational goals; efficiently delegated freight and coordinated trucks to optimize geographic constraints, ensure maximum revenue per mile, and capitalize on gross profit potential.
- Coordinated permits, compliance, and shop schedules with and for drivers; ensured that drivers and equipment passed all requirements, inspections, permits, and licenses.
- Communicated safety and compliance issues between the drivers and appropriate offices; initiated driver compliance checks.
- Maintained electronic records and verified the accuracy and thoroughness of all paperwork.
- Hauled freight in a safe and timely manner per DOT regulations; performed scheduled maintenance to meet and exceed standards.
- Performed a variety of general office and administrative duties including billing, collections, general accounting, bookkeeping, and facilities management.

EDUCATION

Associate of Science Degree in Computer Aided Drafting
ITT Technical Institute, Earth City, Missouri

MILITARY SERVICE

M1A1 Armor Crewman/Desert Storm Veteran, United States Army
Honorably Discharged

References Furnished Upon Request