

Maxine Curry

Dispatcher

AREAS OF EXPERTISE

Coordinating drivers
Customer satisfaction
Radio communication
Conducting meetings
Vehicle maintenance
Leadership skills

PROFESSIONAL

French speaker
First Aider

PERSONAL SKILLS

Passionate
Forward thinking
Focused
Hard working

CONTACT

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Driving license: Yes
Nationality: British

PERSONAL SUMMARY

An organized, punctual, and reliable Dispatcher who can manage the workload of any vehicles and drivers being dispatched. Maxine is more than able to plan, organise and effectively schedule drivers so that the right goods reach the right customer at the right time. She can use her knowledge of driving routes, geography, and traffic patterns to make maximum use of the resources at her disposal. In her current role she is responsible for maintaining ongoing two-way radio and telephone communication with all transportation, administrative and managerial personnel.

WORK EXPERIENCE

Company name – Location

DISPATCHER Jun 2013 – Present

Responsible for managing the coordination of drivers, vehicles and routes to provide a responsive service to the company's customers.

Duties:

- Coordinating drivers, equipment, and crews across various field locations.
- Advising personnel about route or traffic problems.
- Maintaining records of mileage, fuel use, repairs and other expenses.
- Participating in staff meetings to exchange useful information.
- Giving weather briefings over the radio to dispatched staff.
- Using specialist software to dispatch drivers and equipment.
- Resolving all matters relating to Drivers in a fair and expedient manner.
- Liaising with drivers and the maintenance department to arrange spare vehicles.
- Ensuring that repairs are completed to vehicles on time.
- Working in an office, warehouse, or outdoor environment.

Company name - Location JOB TITLE Dates (i.e. Aug 2011 – Jun 2013)

Company name - Location JOB TITLE Dates (i.e. Aug 2011 – Jun 2013)

KEY SKILLS AND COMPETENCIES

- Communicating effectively with colleagues by giving them clear and concise information, explanations and directions.
- Have high levels of oral expression, comprehension and speech clarity.
- Maintaining an accurate log of daily events.
- Investigating customer complaints regarding lost or damaged merchandise or shortages in shipment to determine responsibility.
- Selecting specific trucks for each route based on volume and equipment availability.
- Able to quickly learn about a delivery area to coordinate driver's deliveries.

ACADEMIC QUALIFICATIONS

Nuneaton University *2008 - 2011*
BSc (Hons) Sales Management

Coventry Central College *2005 - 2008*
A levels:
Maths (A) English (B) Technology (B) Science (C)

REFERENCES – Available on request.



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