

# Resume 932

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## OBJECTIVE:

Highly motivated, well-organized, and results-driven professional to secure a position with your company, using my skills, training, and experience.

## SUMMARY OF QUALIFICATIONS:

- 10 years of experience as a dispatcher in the transportation industry, specializing in coordinating cab services.
- Proficient in using dispatch software and GPS systems to manage routes and monitor driver locations.
- Strong communication skills to liaise with drivers, customers, and team members effectively.
- Excellent problem-solving abilities, including rerouting drivers to handle delays, cancellations, and last-minute requests.
- Proven ability to multitask in high-pressure environments while maintaining accuracy and professionalism.
- Committed to providing excellent customer service and ensuring passenger satisfaction.
- Proven track record of maintaining vehicle cleanliness, safety, and operational readiness.
- Skilled in handling payment transactions, including cash, credit card processing, and digital payment platforms.
- Adept at adhering to traffic laws, transportation regulations, and company policies.
- Multi-tasks efficiently and completes all projects/assignments on time or ahead of schedule
- Experienced using computers, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

## PROFESSIONAL EXPERIENCE:

09/2016 – 09/2021     ***Cab Dispatch***

LaSalle Taxi, Niagara Falls, NY

- Coordinated daily schedules for drivers, ensuring efficient routing and timely pick-up and drop-off services.
- Utilized dispatch software to assign jobs, track vehicle locations, and monitor trip progress.
- Managed incoming calls and reservations, addressing customer inquiries and scheduling services.
- Resolved service issues, such as delays or cancellations, by communicating promptly with drivers and customers.
- Ensured compliance with company policies and local transportation regulations.
- Maintained accurate records of trips, mileage, and driver activity for reporting and analysis.

08/2006 – 09/2016     ***Driver***

Blue Taxi, Niagara Falls, NY

- Provided prompt and courteous transportation services to passengers, ensuring timely pick-ups and drop-offs.
- Monitored traffic and weather conditions to select the most efficient and safe routes.
- Maintained a clean and well-kept vehicle interior and exterior, enhancing the passenger experience.
- Assisted passengers with luggage and ensured special accommodations for individuals with mobility needs.
- Accurately handled cash and electronic payments, maintaining error-free transactions.
- Established a reputation for reliability and professionalism, leading to a high percentage of repeat customers.

## EDUCATION:

***High School***

South Junior High, Niagara Falls, NY