



MICHAEL ANDERSON

Senior Dispatch Manager

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SUMMARY

Highly skilled Dispatch Executive with over a decade of experience in optimizing logistics and enhancing operational efficiency within the transportation sector. Demonstrated expertise in managing complex dispatch operations and coordinating cross-functional teams to ensure timely delivery of goods. Proficient in leveraging advanced routing software and analytics tools to streamline processes and reduce operational costs.

WORK EXPERIENCE

Senior Dispatch Manager **Logistics Solutions Inc.**

Jan 2023 - Present

- Oversaw a team of dispatchers, ensuring optimal resource allocation and route planning.
- Implemented advanced tracking systems to enhance visibility and efficiency in logistics operations.
- Conducted performance analyses to identify areas for operational improvement.
- Collaborated with drivers to ensure adherence to safety protocols and delivery schedules.
- Managed client communications to address service issues and improve satisfaction.
- Developed training programs for new dispatch staff, enhancing team capabilities.

Dispatch Coordinator **TransGlobal Freight**

Jan 2020 - Dec 2022

- Coordinated daily dispatch operations, managing schedules for a fleet of 50 vehicles.
 - Utilized GPS and routing software to optimize delivery routes, reducing fuel costs by 15%.
 - Monitored key performance indicators to assess dispatch efficiency and service quality.
 - Resolved customer inquiries and complaints, fostering positive client relationships.
 - Assisted in the development of dispatch policies and procedures to enhance operational standards.
 - Participated in safety audits and compliance checks, ensuring adherence to industry regulations.
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EDUCATION

Bachelor of Science in Logistics Management, **University of Transportation, 2014**

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** logistics management, route optimization, team leadership, performance analysis, customer service, compliance
- **Awards/Activities:** Reduced delivery times by 20% through strategic route planning initiatives.
- **Awards/Activities:** Recognized as 'Employee of the Year' for exceptional performance in 2021.
- **Awards/Activities:** Successfully led a project that increased operational efficiency by 30% over two years.
- **Languages:** English, Spanish, French