

# Aisha Khan

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## SUMMARY

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Dedicated Mid Level Dispatcher with over 5 years of experience in logistics and emergency response. Proven ability to optimize dispatch operations, reduce response times, and enhance communication efficiency across diverse teams.

## EXPERIENCE

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### Dispatcher

Jan 2022 - Present

*Rapid Response Logistics, Atlanta, GA*

- Improved on-time delivery rates by 25% through effective scheduling and route optimization.
- Implemented a new tracking system that reduced dispatch errors by 30%, saving the company \$15,000 annually.
- Coordinated communication between drivers and clients, enhancing satisfaction scores by 20%.

### Assistant Dispatcher

Jun 2019 - Dec 2021

*Citywide Emergency Services, Atlanta, GA*

- Managed emergency response calls with a 95% accuracy rate, resulting in a 40% reduction in response time.
- Developed and maintained relationships with local law enforcement and emergency services to streamline operations.
- Trained new staff on dispatch protocols, increasing team efficiency by 15%.

### Logistics Coordinator

Jan 2018 - May 2019

*Metro Transport Solutions, Atlanta, GA*

- Optimized inventory management processes that reduced costs by 12% annually.
- Collaborated with cross-functional teams to ensure timely delivery of goods, achieving a 98% delivery success rate.
- Utilized GPS tracking tools to enhance route planning, decreasing average delivery times by 20%.

## EDUCATION

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### Bachelor of Science in Logistics and Supply Chain Management

May 2018

*Georgia State University, Atlanta, GA • GPA: 3.7*

## SKILLS

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**Technical Skills:** Dispatch Software, GPS Navigation Systems, Route Optimization Tools, Communication Systems

**Tools & Frameworks:** Microsoft Office Suite, Tableau, Salesforce