

Amina Patel

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SUMMARY

Experienced Senior Dispatcher with over 8 years of logistics and operations management. Proven track record in optimizing dispatch processes, enhancing team performance, and utilizing advanced technology to improve efficiency by 30%.

EXPERIENCE

Senior Dispatcher

Jan 2022 - Present

Rapid Logistics Solutions, Seattle, WA

- Increased on-time delivery rates by 25% through the implementation of a new route optimization software.
- Managed a team of 10 dispatchers, providing training and support which reduced staff turnover by 20%.
- Streamlined communication processes, saving an average of 15 hours per week in operational delays.

Dispatcher

May 2018 - Dec 2021

Fast Freight Co., Tacoma, WA

- Coordinated logistics for over 500 daily shipments, achieving a 98% customer satisfaction rate.
- Implemented GPS tracking for fleet management, reducing fuel costs by 10% annually.
- Developed and maintained operational reports that improved decision-making processes for management.

Junior Dispatcher

Jun 2015 - Apr 2018

City Transport Services, Renton, WA

- Assisted in managing daily dispatch operations for a fleet of 50 vehicles, ensuring compliance with regulations.
- Improved incident response time by 15% through proactive monitoring and quick team coordination.
- Trained new employees on dispatch protocols and software, enhancing overall team efficiency.

EDUCATION

Bachelor of Science in Logistics and Supply Chain Management

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Route Optimization, Fleet Management Software, Dispatching Systems, Data Analysis

Tools & Frameworks: Google Maps API, Tableau, SAP Logistics, Radio Communication Systems