

Transportation Dispatcher

Emily Davis

Professional summary

Highly organized and efficient professional with excellent communication and problem-solving skills. Seeking a Transportation Dispatcher position at Georgia Freight Logistics to coordinate driver schedules, monitor deliveries, and ensure smooth transportation operations.

Experience

Administrative Assistant

2021 - Now

Atlanta Freight Solutions / Atlanta, GA

- Assist in coordinating driver schedules and updating route plans based on real-time conditions.
- Communicate with customers regarding delivery statuses, estimated arrival times, and delays.
- Track shipments using GPS and logistics software, ensuring timely and efficient operations.
- Process paperwork related to shipments, invoices, and compliance documentation.

Customer Service Associate

2020 - 2021

Peachtree Logistics / Atlanta, GA

- Provided support to clients by answering inquiries regarding shipments, deliveries, and tracking.
- Worked with dispatchers to relay real-time updates to customers and resolve delays.
- Maintained accurate records of customer interactions, ensuring smooth communication.
- Assisted in coordinating between drivers and warehouse personnel to optimize delivery efficiency.

Additional Training

- Completed a Logistics and Supply Chain Management workshop through Georgia Logistics Academy.
- Trained in customer service conflict resolution to improve client satisfaction and issue resolution.

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Education

Associate Degree in Business Administration

Georgia State University | Atlanta, GA | 2021

Dispatcher Training

National Freight Dispatch Association (2025)

Skills

Route planning and scheduling for efficient driver dispatching



Effective communication with drivers, customers, and logistics personnel



Proficiency in logistics software, including TMS and GPS tracking systems



Multitasking and problem-solving when handling delays, route changes, or scheduling conflicts



Data entry and record-keeping to ensure compliance with company policies



Knowledge of DOT regulations and transportation safety standards

