

Melissa Grant

Roadside Assistance
Dispatcher

CONTACT

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 Columbus, OH

EDUCATION

Associate Degree in Business Administration

Columbus State Community College |
Columbus, OH | Graduated 2017

Certifications

- Certified Roadside Dispatcher – NAAA | 2022
- CPR and Basic Emergency Assistance | 2023
- Conflict Resolution in Customer Service – Coursera Certificate | 2021

LANGUAGES

- English (native)
- Spanish (fluent)
- Working knowledge of ASL (conversational)

PROFESSIONAL SUMMARY

Experienced roadside dispatcher with over 7 years of coordinating emergency services for automotive breakdowns, collisions, and weather-related incidents. Strong multitasker with expertise in GPS tracking, high-volume call handling, and managing communication between drivers and customers.

EXPERIENCE

Roadside Dispatcher 2020 - Now Buckeye Emergency Services, Columbus, OH

- Coordinate over 80 calls per shift, dispatching the nearest available technician using GPS-based fleet tracking.
- Track technician activity and update drivers in real time, reducing customer call-backs and improving satisfaction by 25%.
- Train new hires in system navigation, phone etiquette, and service protocols.
- Prepare daily service logs for management and maintain up-to-date availability charts for all on-call workers.

Customer Service Associate 2018 - 2020 Midwest Towing & Recovery, Westerville, OH

- Answered roadside emergency calls and created detailed work orders for dispatch.
- Monitored technician locations and responded to route delays using traffic monitoring apps.
- Managed payment processing and handled invoice inquiries.
- Supported after-hours coverage for holidays and weekend shifts.

SKILLS

Emergency dispatching and priority assessment	★★★★★
Digital fleet management tools (Samsara, Verizon Connect)	★★★★★
Route planning and dynamic rerouting	★★★★★
Active listening and clear speaking under pressure	★★★★★
Microsoft Excel and custom CRM usage	★★★★★
Weather and traffic condition adaptation	★★★★★
Recordkeeping and compliance reporting	★★★★★
Managing 24/7 coverage schedules	★★★★★