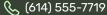
Melissa Grant

Roadside Assistance Dispatcher



CONTACT



melissagrant@email.com

O 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