

Alejandro Ng

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SUMMARY

Transportation Dispatcher with experience supporting safe, reliable **route operations** through **scheduling coordination**, radio dispatch, driver communication, and **customer service**. Manages time sensitive pickup and delivery concerns with calm judgment, clear updates, and accurate records. Supports route monitoring, **terminal operations**, dispatch reporting, safety practices, and stakeholder coordination across daily transportation workflows. Uses computer systems, structured documentation, and practical analysis to improve execution and maintain service consistency. Collaborates with drivers, customers, supervisors, and operational partners when schedules change or issues arise. Brings hands on experience resolving service problems, preparing operational summaries, and maintaining dependable dispatch processes. Ready to contribute organized communication, sound transportation judgment, and steady customer support within a busy operations team.

EXPERIENCE

Transportation Dispatcher

January 2021 - Present

Metro Transit Services

Richmond, Virginia

Supports daily **transportation operations** across route scheduling, **dispatch communication**, driver coordination, customer service, records, reporting, and issue resolution. Partners with operational stakeholders to maintain safe service, prioritize changing needs, and improve dependable execution.

- Monitored assigned routes through radio dispatch, identifying service issues before customer impact increased.
- Coordinated drivers, pickups, and deliveries during schedule changes, keeping daily operations moving safely.
- Resolved customer concerns through clear updates, practical options, and timely coordination with drivers.
- Maintained dispatch records and operational reports, giving supervisors dependable information for daily decisions.
- Improved **dispatch workflows** through documented **procedures**, structured priorities, and consistent stakeholder communication.
- Applied **computer literacy** and **DOT safety practices** during route support, issue tracking, and service coordination

Operations Specialist

June 2018 - December 2020

Previous Organization

Remote

Supported operational improvement work through analysis, testing, documentation, records management, and cross functional coordination. Prepared practical **recommendations** and project materials that helped teams address service requirements and maintain consistent workflows.

- Analyzed operational workflows and documented practical improvements for recurring service requirements.
- Tested process changes with internal teams, helping reduce confusion during daily execution.
- Maintained accurate records under **established standards**, supporting **reliable** reviews and follow up.
- Troubleshoot workflow issues with partners, clarifying next steps and restoring smooth operations.
- Prepared project summaries and review materials that helped **stakeholders** make informed decisions.
- Built working knowledge of computer **systems**, documentation methods, and professional operating practices

PROJECTS

Route Operations Reporting 📅 2026

Created a structured reporting approach for route status, dispatch issues, driver updates, and customer service follow up. Clear records gave supervisors a practical view of daily transportation performance and recurring concerns.

Dispatch Communication Workflow 📅 2025

Mapped dispatch communication steps across drivers, customers, and operational partners. Focused updates helped keep schedule changes organized, reduced missed information, and supported safer service decisions.

LEADERSHIP & AWARDS

- Received professional achievement recognition for dependable operational support and consistent service coordination.
- Recognized by peers for clear communication during time sensitive dispatch issues and changing priorities.
- Provided informal leadership through practical process guidance, documentation support, and collaborative problem solving.

EDUCATION

Bachelor's Degree in Transportation Management

2018

Regional University GPA: 3.5

Richmond, Virginia

Coursework: Transportation systems, operations management, business communication, safety and compliance

CERTIFICATIONS

- Transportation Safety Training 📅 2026
- Radio Dispatch Operations Training 📅 2026

TECHNICAL SKILLS

- **Dispatch Systems:** Radio dispatch equipment, dispatch logs, route status systems
- **Route Scheduling:** Route planning, schedule adjustments, route monitoring
- **Transportation Operations:** Terminal operations, pickup coordination, delivery coordination
- **Driver Communication:** Two way radio, driver updates, service instructions
- **Customer Service Tools:** Customer inquiries, service updates, complaint resolution
- **Operational Reporting:** Daily reports, issue summaries, performance records
- **Records Management:** Dispatch records, documentation practices, information tracking
- **Safety Compliance:** DOT safety practices, operational safety, compliance records
- **Computer Applications:** Computer literacy, data entry, report preparation
- **Process Improvement:** Workflow analysis, procedure writing, process testing

SKILLS

- | | | | |
|---------------------------|---------------------------|-------------------------|-----------------------------|
| • Transportation dispatch | • Operations coordination | • Dispatch records | • Computer literacy |
| • Route scheduling | • DOT safety practices | • Operational reporting | • Issue resolution |
| • Radio communication | • Driver coordination | • Pickup coordination | • Stakeholder communication |
| • Customer service | • Route monitoring | • Delivery coordination | |

PROFESSIONAL AFFILIATIONS

- Participated in transportation industry learning groups focused on dispatch operations and safety practices.
- Supported community activities that strengthened customer service, communication, and local transportation awareness.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST