

Alejandro Ng

Transportation Dispatcher

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STRENGTHS

- 🛣️ **Route coordination**
During shifting schedules, kept driver updates organized and helped daily service continue with fewer surprises.
- 📻 **Radio communication**
Used clear radio exchanges during active operations. Drivers and partners knew what changed and what came next.
- 🔧 **Issue resolution**
When pickups changed unexpectedly, focused on practical options first. That calm approach supported customer confidence.
- ♥️ **Operational records**
Maintained dispatch notes and reports people could rely on later. Good records made follow up much easier.
- ♥️ **Customer service**
Listened carefully when service problems reached customers, then connected accurate information with a useful response.

SKILLS

Transportation dispatch

Route scheduling

Radio communication

Customer service

Operations coordination

DOT safety practices

Driver coordination

Route monitoring Dispatch records

Operational reporting

Pickup coordination

Delivery coordination

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

Metro Transit Services 📅 January 2021 - Present 📍 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

Previous Organization 📅 June 2018 - December 2020 📍 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

Stakeholder communication

Spanish Intermediate

A donut chart with a light blue background and a white center. The text "8.2" is prominently displayed in the center, with "YEARS" written below it in a smaller, black, sans-serif font. The donut chart is composed of two segments: a larger light blue segment and a smaller white segment, which together form a circle.

● Operations Specialist at Previous Organization (2.5 Years)

AVAILABLE ON REQUEST