

# John Escolano

Richmond, BC

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A highly motivated with ten years of Customer service experience, offering versatile Network Engineer skills and proficiency in Microsoft programs, proven ability to deal with problem solving and an effective communicator and able to work under pressure with positive attitude, working independently in fast faced environment and exceeds expectation. Providing integral technical support and troubleshooting issues related to hardware, servers and network, with a strong understanding and knowledge configuring cisco devices, knowledgeable with major customer service and provide professional manner to solve issue and any situation.

## Work Experience

### **Dispatcher/Customer Service**

Greenlight Group-Richmond, BC

October 2021 to Present

#### Role:

Managed daily dispatch operations for a busy transportation company serving the Lower Mainland, Vancouver Island, Interior BC, Ports and Terminal

#### Daily Tasks & Responsibilities:

- Assigned and dispatched drivers for freight deliveries, pickups, and return loads, ensuring efficiency and compliance with schedules.
- Used fleet management software to track trucks in real-time, monitor delivery progress, and reroute based on road or weather conditions.
- Coordinated with warehouse, dock, and yard staff to ensure loads were ready for pickup and properly documented.
- Acted as the primary communication point for 12 drivers per shift, providing updates, directions, and emergency support.
- Monitored driver hours to ensure compliance with Canadian HOS and ELD regulations.
- Handled last-minute schedule changes, breakdowns, and delays by arranging alternate trucks or rerouting freight with minimal service disruption.
- Maintained detailed records of loads, trip reports, fuel logs, and customer delivery confirmations.
- Provided customer service updates on shipment status and resolved delivery or timing issues with professionalism and urgency.
- Supported cross-border logistics, including coordinating customs documents and scheduling delivery appointments with U.S. consignees.

#### Key Achievements:

- Improved on-time delivery rate by 25% through proactive communication and smarter route planning.
- Reduced driver idle time by 15% by implementing real-time load reassignment processes.

### **IT SUPPORT SPECIALIST (Practicum)**

QUICKTECH-VANCOUVER

January 2020 to December 2021

- Help desk support
- Monitoring client devices remotely
- Trouble shooting problems using, Ncentral, ITGlue, Connectwise, Sophos ·

Documentations

- Microsoft 365 Administration
- Active Directory Administration
- Tier 1 Support

## **SOFTWARE APPLICATION SPECIALIST TIER 1**

CAMPUS SUPPORT-New Westminster, BC

January 2021 to October 2021

- Help desk support
- Manage Student accounts
- Trouble shooting (Password reset, ebooks, Creating new users account) ·

Documentations

- Microsoft 365 Administration
- Ticket services
- Customer service (call center)

## **PACKAGING**

CANADIAN ART PRINTS-RICHMOND BC

January 2019 to December 2020

- Pack and examine customer's order
- Remove defective products and replace it
- Record product and order information on specific forms
- Move completed orders to shipping

## **BARTENDER**

EGGSPECTATION-RICHMOND BC

January 2018 to December 2019

- Make daily drinks, coffee for customers
- Ensure stocks behind the bar are always within expiry date
- Build positive relationship with guest to ensure customers satisfaction · Order daily stocks for the restaurant

## **BAR MANAGER**

RED BAR AND RESTAURANT-HONG KONG

January 2009 to December 2018

- Handled cash and keys according to company policies
- Keep stocks up to date
- Maintaining the cost to minimum and help the company to reach monthly target · Provide excellent service and build a good relationship with the clients · Take prompt action to resolve complaints and act professionally under pressure · Monthly stocking takes and costing
- Daily and end day report of credit card transactions

- Combine and prepare flavors for cocktails
- Take positive action and build good relationship with colleagues
- Weekly meeting and create new ideas for monthly promotions ·

Meeting with suppliers

- Involve in potential private events
- Weekly training with the team to improved product knowledge · Set weekly cleaning and maintain good hygiene

## **BAR SUPERVISOR**

SWIRE EAST HOTEL-HONG KONG

January 2007 to December 2009

- Serve and present beverage, quickly and efficient with the company standards · Keep up date with current promotions and new products
- Deliver excellent service at all time
- Maintain personal knowledge by completing weekly training · Cash/ credit handling
- End of day stock ordering

## **SENIOR BARTENDER**

DOMANI RESTAURANT-HONG KONG

January 2005 to December 2007

- Deal with daily bar operations
- Responsible for making drinks, cocktail, coffee
- Take orders and Server food around the bar table
- End of day stock refill
- To ensure stocks are always within expiry date

## Education

CDI College

2019 to 2021

## Skills

- Hardware and Infrastructure
- Firewalls and security
- Internet
- Active Directory
- IT Support
- Troubleshooting
- Networking
- Call Center
- Microsoft 365

- Customer Service
  - Lan, Wan
  - Help Desk
- Links

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