Amanda Phillips

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Authorized to work in the US for any employer

# Work Experience

## Dispatcher

The Pierce Group LLC - Chester, VA March 2020 to February 2022

* Ensure Responsible Delivery - packages are delivered on time, handled properly and safely;
* Provide accurate, valid, and complete information for every delivery;
* Manage large amounts of incoming calls;
* Maintain employee/driver relations and customer expectations through daily meetings; maintain open communication by answering questions and explaining policies and procedures; submit and respond to ideas to improve employee/driver engagement and performance;
* Evaluate service levels to ensure they exceed customer satisfaction. Consistently enforce company policies and procedures;
* Coordinate training, conduct employee/driver observations, up-date preferred work methods, conduct accident investigations to determine root causes, and routine safety inspections;
* Make recommendations for disciplinary action and/or behavior modification as required. Perform management functions of driver selection, development, discipline, performance reviews, and/or terminations;
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution;
* Manage On the Road accidents and incidents with composure;

**Human Resources Manager** The Pierce Group LLC - Chester, VA July 2021 to January 2022

* Manage the hiring process, including recruiting, interviewing, hiring, and onboarding;
* Respond accurately and professionally to questions and concerns from drivers through multiple channels (in-person, email, phone, etc.) in a timely manner;
* Escalate and take partners when discrepancies or issues arise with drivers interactions such as Leave of Absence, accommodations, or other employee relations issues;
* Enter and review associate data within ADP and payroll systems timely and accurately;
* Provide subject matter expertise to drivers and leadership on people practices, systems, and resources;
* Assist managers in responding to associate questions regarding time/attendance, benefits, policies.

## Dispatcher

Allegiance Logistics LLC - Richmond, VA January 2019 to March 2020

* Ensure Responsible Delivery - packages are delivered on time, handled properly and safely;
* Provide accurate, valid, and complete information for every delivery;
* Manage large amounts of incoming calls;
* Maintain employee/driver relations and customer expectations through daily meetings; maintain open communication by answering questions and explaining policies and procedures; submit and respond to ideas to improve employee/driver engagement and performance;
* Evaluate service levels to ensure they exceed customer satisfaction. Consistently enforce company policies and procedures;
* Coordinate training, conduct employee/driver observations, up-date preferred work methods, conduct accident investigations to determine root causes, and routine safety inspections;
* Make recommendations for disciplinary action and/or behavior modification as required. Perform management functions of driver selection, development, discipline, performance reviews, and/or terminations;
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution;
* Manage On the Road accidents and incidents with composure;

## Delivery Driver

Amazon Flex - Richmond, VA April 2018 to January 2019

* Safely drive and operate the vehicle at all times.
* Use a handheld device for routing and customer delivery information.
* Navigate a variety of routes throughout delivery areas.
* Comfortable driving and working in varying weather conditions. Load and unload packages to be delivered.
* Lifting packages up to 50 lbs and able to get in and out of the van and walk up and down stairs through the shift.

# Education

## High school diploma

High School, Colegio Maua February 2010 to December 2012

# Skills

* Portuguese
* Delivery Driver Experience
* Logistics
* Microsoft Word
* Human Resources Management
* Recruiting