**RONALD K POLLACK**

**40 Farm Drive**

**East Hartford, CT 06108**

**(860) 883-9932**

[**RKPOLLACK@AOL.COM**](mailto:RKPOLLACK@AOL.COM)

**OBJECTIVE**

Seeking a dispatch position within a growth oriented company where advancement and earnings are based upon performance and achievement.

**EDUCATION**

**LINCOLN TECHNICAL INSTITUTE** (MOTORCYCLE TECHNOLGY) **2011-PRESENT**

**EAST HARTFORD HIGH SCHOOL**   **1985-1989**

**EXPERIENCE**

**DIVA EXECUTIVE LIMOUSINE ELIZABETH, NJ**

**DISPATCHER/DISPATCH MANAGER JAN 2003-FEB 2009**

* Hiring and training dispatchers
* Scheduling dispatcher shifts
* Scheduling and assigning chauffeur routes
* Assisting chauffeurs with routing via hard copy, online and software maps
* Monitoring client reservations
* Taking client calls to enter new and modifying existing reservations
* Investigating and resolving client complaints
* Planning and executing mass movements for client events
* Communicating client needs and reservation information to chauffeurs via phone/2 way radio
* Communicating with affiliate limousine companies for the purpose of accepting and farming out reservations.

**AMBASSADOR LIMOUSINE EAST HARTFORD, CT**

**DISPATCHER/DISPATCH-OPERATIONS MANAGER FEB 1999-NOV 2002**

* Hiring and training dispatchers
* Scheduling dispatcher shifts
* Scheduling and assigning chauffeur routes
* Assisting chauffeurs with routing via hard copy, online and software maps
* Monitoring client reservations
* Taking client calls to enter new and modifying existing reservations
* Investigating and resolving client complaints
* Communicating client needs and reservation information to chauffeurs via phone/2 way radio

**PERSONAL**

* Avid motorcyclist
* Founder and treasurer for Forever United Fallen Riders Foundation

**REFERENCES**

**Richard Buell**  (VP Of Operations Diva Executive Limousine)

22 Butler Street, Elizabeth, NJ 07201 (800) 340-3519 office (646) 284-7275 cell

**Judith Booth** (State Of CT Dept Of Social Services)

282 Sargeant Street, Hartford, CT 06105 (860) 794-6071