

MATTHEW TREVINO

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EXPERTISE

Dispatching
CRM Mastery
Call-Center VoIP
Real-time Route Optimization
Customer Psychology
De-escalation Scripts
JWT/Okta Security
Python Automation

EDUCATION

Associate of Science in
Computer Science (In Progress)
– Modesto Junior College

CERTIFICATIONS

DISPATCHER/CUSTOMER SERVICE DISPATCHER

PROFESSIONAL SUMMARY

Apex predator of logistics efficiency. 15+ years weaponizing data, code, and psychology to annihilate customer friction and SLA breaches. Turned 40k+ last-mile deliveries into 4.9-star domination and built anti-fraud protocols that gutted chargebacks. Now hunting a CSR role to convert every inbound call into a lifetime customer.

EXPERIENCE

Independent Dispatcher & Customer Success Operator Jan 2019 – Dec 2024

Dispatch It / Instacart / AxleHire | Sacramento, CA

- Fielded 200+ inbound customer calls weekly; resolved delivery exceptions in <90 seconds, sustaining 4.9-star rating.
- Built Python micro-bot to auto-text ETA updates—cut 'Where Is My Order?' calls by 35%.
- Converted 12% of service recovery calls into upsell opportunities, smashing quota 8 quarters straight.

Transportation Coordinator / Customer Advocate Mar 2015 – Oct 2022

Van Groningen & Sons, Inc. | Manteca, CA

- Owned carrier & customer communication for 60+ daily outbound shipments; maintained 99% OTIF to Walmart/Costco.
- Designed CRM dashboard trigger alerts—proactive issue flagging boosted customer satisfaction score from 87→96%.
- Negotiated service credits and alternative solutions; retained \$1.2M in at-risk annual revenue.

Sales & Customer Support Representative Aug 2011 – Sep 2012

Echo Global Logistics | Chicago, IL (Remote)

- Handled 150+ calls/day—booked LTL/FTL freight while resolving track-and-trace issues in real time.
- Exceeded quarterly sales quota by 130%, earning Top 5% rank among 200+ reps.

KEY COMPETENCIES

Customer Support Sales Quota Crushing Active Listening
CRM Systems Multi-tasking Time Management Documentation