

Work Experience:

Polaris Worldwide Logistics

January 2022 – Current

Dispatch Manager

- Responsible for answering customer emails related to dispatch, dispatching drivers to customer pickup and delivery locations, working with customers to meet their pickup and delivery needs.
- Coordinating and scheduling driver personnel, monitoring drivers' performance, attendance, and safety.
- Managing vehicle fleet, including scheduling maintenance, scheduling repairs, and securing rental equipment.
- Screening and interviewing/hiring driver candidates, assuring they're trained and prepared before releasing them to drive on their own.

Titan America

October 2020 – January 2022

Dispatcher/Customer Service Rep

- Dispatches orders clearly and accurately and provides sufficient directions.
- Provides exemplary service and clear communication to external customers and internal employees.
- Responsible for scheduling, order taking, dispatching and customer relations.
- Communicates with other departments in order to optimize the use of personnel and equipment.
- Assists with repairs and maintenance of dispatching communication equipment.
- Communicate with management and Accounts Receivable to establish current status of specific customer accounts.
- Assisted with onboarding and Training of new dispatch/customer service reps
- All other duties as assigned.

New York City Department of Transportation

October 2014 – October 2020

Operations Communications Specialist Lvl. 2

- Responsible for answering and dispatching radio calls, transmitting information to field personnel, making telephone calls and logging transmissions as needed. Dispatching field personnel to emergency situation.
- Coordinating and scheduling multiple agency and business field meetings in response to incident & emergencies.
- Dispatching and addressing units public safety 311 complaints, complaints from agency officials as well as addressing contractors in regard to violations of NYCDOT issued permits and City of New York construction regulations.
- Trained all new incoming operations communications specialist on everything needed for the position prior to them being sent to their permanent assignments.
- Acted as the agency's point person within my unit in developing, training and rolling out new citywide 311 complaint system platform, as well as units' own operations software.

JetBlue Airways

May 2013 to October 2014

Move Team Coordinator

- Airport Operations Crew Move Team Coordinator responsible for ensuring safe and timely movement of all Jet Blue and partner airlines aircrafts on JFK International Airport taxiways and ramp surfaces.
- Supports team adherence to JetBlue Airways, FAA and Port Authority regulations and safety standards

New York City Police Department

March 2013 to October 2020

NYPD Auxiliary Police Officer

American Eagle Airlines

June 2010 to May 2013

Fleet Service Clerk

- Responsible for cargo movement including loading and unloading
- Certified to Break Ride
- Qualified to operate De-Icing vehicles
- Qualified as an Environmental Coordinator and Crew Chief

Education:

Utah Valley University (Addt'l credit toward
BS)
Bachelors of Science
Major: **Aviation Professional Pilot**

Vaughn College of Aeronautics and Technology Sept 2011
Associates of Applied Science
Major: **Aircraft Operations**
Minor: **Air Traffic Control**

Achievements and Skills:

***Certificate of Appreciation** from the U.S. Joint Chiefs of Staff for outstanding contributions to the United States Delegation to the United Nations, Military staff committee. **U.S. Air Force citizenship endorsement** from Bronx Aerospace High School (NYCDOE) with completion of U.S. Air Force J.R.O.T.C*

- **Google IT Support Professional Certificate**, Proficient with Window OS, Microsoft Office suite, Student pilot with over 60 hours of flight time. Process and people management