Trevor Haining

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**WHO I KNOW**

**John Guari (Driver Success):** John is a fellow musician and we have known each other since middle school. I referred John to Dispatch when he moved back in town from New York and we both still play gigs together professionally.

Endorsement (from John Guari): I encourage HR to consider Trevor Haining as a candidate for the Driver Support Agent position.

I've known Trevor since middle school. He's hardworking, smart, organized and familiar with the goals and corporate culture of Dispatch. Trevor introduced me to the team at Dispatch and got me connected to start as an independent driver. As an employee driver in Minneapolis, he's more often calling me with solutions to issues rather than questions.

He's also seen the Customer and Driver experience change and grow from multiple perspectives. He's encountered the common and uncommon situations that arise from customer error, driver error and tech issues related to Google and other GPS systems. I could easily see Trevor making supply calls, answering customer and driver questions and providing support to multiple teams in a corporate role here at Dispatch.

**Forrest Baily (Network Operations):** Forrest and have worked together since the beginning phase of Dispatch. We have formed a good relationship and I often assisted him with managing and monitoring the driver network to help keep things running smoothly.

**Ryan Macintosh (Regional Sales):** Ryan and I worked together in the beginning phase of Dispatch. He would often send me out on first runs to new customers to ensure we made a good first impression.

Endorsement (from Ryan Macintosh): I was Trevor Haining’s direct superior at Dispatch for over 18 months. During that period, he demonstrated tremendous personal and professional growth, had an outstanding attendance record, and served customers wonderfully.

I would like to take this opportunity to endorse Trevor Haining for the position of Driver Support Role. Trevor has been a great employee for Dispatch since joining the team almost 2 years ago. As one of the first Independent Contractor drivers for the company, his knowledge on the driver app is superb, along with his desire to serve the customers.

Most importantly, Trevor is a worker with the utmost integrity, always striving to selflessly solve problems with the best interest of drivers and customers alike. I strongly believe Trevor's work ethic, industry knowledge, loyalty, and passion for Dispatch would make him an asset to the Dispatch Support team.

**Peter Cullen (Senior Developer):** Peter and I went to high school together and we are also both musicians. I’m also currently attending the U of M code bootcamp and hope to work with Peter in the development department at Dispatch in the future.

**WHY I WANT TO BE HERE**

I admire the mission of Dispatch and the belief our leaders have in the company. I am also passionate about delivering quality and prompt service to our customers and making sure our drivers and customers are happy. I am confident my skills and values would be an asset to the company. I am driven to deliver and it would be an honor to have the opportunity to serve in a new position at Dispatch.

**HOW I CAN ADD VALUE**

This role aligns well with my individual character and qualities. I am a hard worker and loyal team player. I am a quick learner with a high attention to detail. I am also results driven and highly organized, but my true passion is helping people.

As the first employee driver with Dispatch, I understand the inner workings of our company and what it takes to succeed as a driver. I am familiar with our network operations including how to monitor and assist managing the driver network. I have helped “put out fires” behind the scenes on several occasions. I also have experience making calls and answering the phones to handle customer orders and resolve customer and driver issues. I would be committed to the growth and success of our drivers in order to ensure a high level of satisfaction to our customers.

**WHERE I’VE BEEN**

**Freelance Musician – 2010-present**

Freelance professional percussionist performing in a wide variety of setting including corporate, wedding, jazz and orchestral. Proficient in multiple musical styles.

**Private Percussion Teacher, 2012-present**

**Performed at Steans Institute for Young Artists in 2010 directed by jazz legends David Baker, Rufus Reid, Nathan Davis and Curtis Fuller**

**Celebrity Cruises orchestra percussionist from 2010-2012**

**Drummer for the Phil Mattson Singers from 2011-2015**

**Timpanist in the Bloomington Symphony Orchestra, 2015-present**

**Beginning Band and Orchestra Specialist, 2012-present**

Sell musical instruments to beginning band and orchestra students. Explain payment plan benefits and fill out contracts. Set up musical instrument displays. Process check, cash and credit card payments. Respond to customer inquiries thoroughly and professionally. Coordinate between billing and customers. Answer customer questions about product availability and shipping times. Provide families with a positive buying experience.

**Retail Sales-Wagner’s Garden Center, 2012-2014**

Checked customers out quickly and efficiently. Operated point of sale computer systems. Recommended merchandise to customers based on their needs and preferences. Maintained knowledge of current sales and promotions. Contacted other store locations to determine merchandise availability. Completed cleaning, stocking and organizing tasks.

**Greenhouse Production-Wagner’s Garden Center, 2012-2014**

Operated seeding machinery and worked in plant sorting and grading.

**WHAT I’VE LEARNED**

Attended Indiana University Jacobs School of Music, 2006-2010