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Car Hauling Dispatcher

About me

- guitar;
- volleyball;
- cycling;
- skiing;
- swimming;
- sport gym;
- investigating and planning the most appropriate route for a shipment, taking into account the hazardous nature of goods, cost, transit time and security
- arranging appropriate packing, taking into account the climate, terrain, weight, cost and nature of goods and also the delivery and warehousing of goods at their final destination
- negotiating contracts, transportation and handling costs
- obtaining, checking and preparing documentation to meet customs and insurance requirements, packing specifications, and compliance with other countries' regulations and fiscal regimes
- offering consolidation services by sea and road, ensuring cost-effective and secure solutions to small shippers who have insufficient cargo to require their own dedicated units
- monitoring of the global market in the framework of intercontinental freight transportation to compare prices for the development of the company's economy
- Dispatches drivers to calls as they are received, using information on customer needs, drivers' locations and loads, and daily factors to balance cost and customer satisfaction
- Works with sites and the service department to optimize routes based on needs of the customer
- Determines the daily level of driver staffing to provide best mix of responsiveness and productivity
- Assigns routes and to appropriate drivers throughout the day and for the next day; manages and determines route actions and assuring route completion
- Handles fields incoming calls and e-mails from customer service and sales department; manages requests for all pick-up or delivery on any cars movement within the Market area
- Initiates communication to customers while drivers are on-site/location, resolving pick-up and other issues delaying the service
- Troubleshoots and resolves potential delivery and pick-up problems before they result in service issues

👤 37 years

♂ Male

📍 Chişinău

💰 2 000 USD

TOP Skills

- **Multitasking** · 2 years
- **Investigating and planning the most appropriate route for a shipment** · 1 year
- **Daily truck&trace import containers at rail** · 1 year

Preferences

- No schedule
- Part-time
- Remote

Languages

- **Romanian** · Fluent
- **Russian** · Fluent
- **English** · Communication

Driving licence

Category: B, C

- Ensures same-day service on missed pick-ups by managing the routing for all routes and tracking Driver movement in the field
- Providing daily reports to the Management & Accounting department regarding each transportation

Work experience

Car Hauling USA (3,4 carhauler trailers) · USA Carhauling LLC · Chişinău

August 2022 - Present · 2 years 9 months

- Plan, coordinate, and manage loads in an efficient and cost-effective manner.
- Serve as the first point of contact for professional car haulers and manage all aspects of the dispatch process which ranges from load assignment to delivery and any issues that may arise during the process.
- Responsible for supervising the efficient and timely dispatch of vehicles for customer pick-up.
- Manage the daily operations of a fleet of cars, ensuring that vehicles are allocated to the correct areas, are well-maintained and are driven to the customer's destination safely and on time.
- Ensure that all vehicles are kept in compliance with relevant regulations.
- Manage a team of drivers, ensuring they are trained and have the right licences and paperwork.
- Monitor the performance of the fleet, troubleshooting any issues and making sure customer service is of the highest standard.
- Preparing setups with new brokers.

Skills: Multitasking

CUSTOMER CARE REPRESENTATIVE · DSQUARE · Chişinău

July 2021 - July 2022 · 1 year 1 month

- daily truck&trace import containers at rail/port in Montreal and Toronto
- daily conversation with customers by email, phone calls, other application (like teams, whats app, etc.)
- meetings twice a day with supervisor managers (morning and afternoon) for checking any issues during the daily deliveries
- adding in special program delivery information: app date and time, PO#, pu#, special notes, etc.
- conversation with SSL's by email and phone calls if any issues with empty return, pick up, etc.
- work with dispatch with capacity for scheduled deliveries with our drivers
- working with soluiton team with capacity with other carries for deliveries

- closing orders in special program: checking charges, order numbers, all details for billing department
- updating customers with POD, EIR IN/OUT, additional information if needed (screenshots, excel files, etc.)

Skills: Daily truck&trace import containers at rail

Ocean freight forwarder · SOBRO LLC · Chişinău

May 2020 - June 2021 · 1 year 2 months

- investigating and planning the most appropriate route for a shipment, taking into account the hazardous nature of goods, cost, transit time and security
- arranging appropriate packing, taking into account the climate, terrain, weight, cost and nature of goods and also the delivery and warehousing of goods at their final destination
- negotiating contracts, transportation and handling costs
- obtaining, checking and preparing documentation to meet customs and insurance requirements, packing specifications, and compliance with other countries' regulations and fiscal regimes
- offering consolidation services by sea and road, ensuring cost-effective and secure solutions to small shippers who have insufficient cargo to require their own dedicated units
- monitoring of the global market in the framework of intercontinental freight transportation to compare prices for the development of the company's economy

Skills: Investigating and planning the most appropriate route for a shipment

Car hauling dispatcher · Dispatch 42 · Chişinău

January 2020 - May 2020 · 4 months

- Dispatches drivers to calls as they are received, using information on customer needs, drivers' locations and loads, and daily factors to balance cost and customer satisfaction
- Works with sites and the service department to optimize routes based on needs of the customer
- Determines the daily level of driver staffing to provide best mix of responsiveness and productivity
- Assigns routes and to appropriate drivers throughout the day and for the next day; manages and determines route actions and assuring route completion
- Handles fields incoming calls and e-mails from customer service and sales department; manages requests for all pick-up or delivery on any cars movement within the Market area
- Initiates communication to customers while drivers are on-site/location, resolving pick-up and other issues delaying the service
- Troubleshoots and resolves potential delivery and pick-up problems before they result in service issues
- Ensures same-day service on missed pick-ups by managing the routing for all routes and tracking Driver movement in the field

- Providing daily reports to the Management & Accounting department regarding each transportation

Gas service technician · Chisinau Gaz SRL · Chişinău

November 2016 - January 2020 · 3 years 3 months

- Detection and elimination gas leak in apartments and outdoors
- Installation and sealing of gas meters
- Maintenance of cabinet gas distribution points
- Departures on call to places of emergency with emergency gas technical service
- Maintenance of technical documentation
- Initial gas start in a new building
- Equipment installation, repair and maintenance

SALES MANAGER · META SYSTEM SRL · Chişinău

February 2014 - October 2016 · 2 years 8 months

- Leading of sales 1C program for accounting department of the all companies from Chisinau
- Communication with clients' Top/Middle management via Email, Skype, Phone, Viber, WhatsApp, etc.
- Preparation of sales documentation: commercial proposals, revenue forecasts, agreements
- meetings with accountants or responsible persons for the presentation of the 1C program
- support and completion of the 1C program for specific company requirements

TOUR OPERATORS MANAGER · HOLYDAY SERVICE SRL · Chişinău

February 2013 - October 2013 · 8 months

- Plan and sell transportations, accommodations, insurance and other travel services
- Cooperate with clients to determine their needs and advise them appropriate destination, modes of transportations, travel dates, costs and accommodations
- Provide relevant information, brochures and publications (guides, local customs, maps, regulations, events etc) to travelers
- Book transportation, make hotel reservations and collect payment/fees
- Use promotional techniques and prepare promotional materials to sell itinerary tour packages
- Deal with occurring travel problems, complaints or refunds
- Attend travel seminars to remain updated with tourism trends
- Enter data into our software and maintain client files
- Network with tour operators

- Maintain statistical and financial records
- Meet profit and sales targets

TRAVEL AGENCY MANAGER · ITN CORP · Chişinău
January 2012 - January 2013 · 1 year 1 month

- Assists with the collection and dissemination of marketing information as related to ticket sales and customer service goals
 - Prepares ticket office reports or event settlements and assists senior staff in settlement with promoters
 - Manages group sales program and, as needed, subscription series accounts for building clients
 - Handles complaints, ticket problems, and customer service issues in a fair, professional, and courteous manner.
- Interactions with the public occur on a regular basis and must be a welcoming and optimistic experience, even in difficult situations
- Maintains and regularly updates calendars, electronic messages and other ticket office information equipment with event information, sales dates, prices and times
 - Close deals and work with the return customers
 - Communication with potential customers and selling airline tickets
 - Receive incoming calls and make outgoing calls on demand
 - Work in GDS System - Apollo (searching for the best flight options)
 - Send follow up emails

Desired industry

- Automotive

Education: Higher

Technical University of Moldova

Graduated in: 2018

Faculty: Faculty of Architecture and Urban Planning

Speciality: ENGINEERING OF NATURAL FUEL GAS SUPPLY SYSTEMS (DIPLOMA OF HIGHER EDUCATION - REQUALIFICATION)

Technical University of Moldova

Graduated in: 2011

Faculty: Faculty of Mechanical Engineering and Transport

Speciality: ENGINEERING AND MANAGEMENT IN TRANSPORTS

Courses, trainings

PERMIT TO EXERCISE NR. 1342-20 "OPERATION OF GAS

**INSTALLATIONS OF THERMAL POWER PLANTS WITH A
UNIT THERMAL CAPACITY HIGHER THAN 100 KW"**

Graduated in 2020

Organizer: Flacara Albastra SRL

**PERMIT TO EXERCISE NR. 2342-20 "THE PRELIMINARY
TECHNICAL SUPERVISION OF THE OBJECTS AND
DISTRIBUTION SYSTEMS OF NATURAL COMBUSTIBLE
GASES WITH THE WORKING PRESSURE $P \leq 1,2$ MPA"**

Organizer: Flacara Albastra SRL