



👤 21 years
 ♂ Male
 📍 Chişinău
 💰 1 500 USD

TOP Skills

- **Reporting and Analyzing Performance** · 2 years
- **Monitoring Driver Performance** · 2 years
- **Route and delivery monitoring** · 2 years
- **Providing a personalized approach** · 12 months
- **Escalation of cases submitted by individual clients** · 12 months
- **Rapid problem resolution** · 5 months

Preferences

- Full-time
- Part-time
- Flexible
- Hybrid
- In-house
- Remote

Languages

- **Romanian** · Native
- **Russian** · Fluent
- **English** · Fluent

Driving licence

Contact details are available for a fee.
Details here:
<https://www.rabota.md/ro/prices/cv>

Truck Dispatcher in English

About me

Professional with experience in logistics and dispatching as well as sales consulting, complemented by studies in web administration and current studies in Business and Administration. Focused on efficiency and organization, I use my communication skills and analytical thinking to support team goals and contribute to continuous workflow improvement. Adaptable and detail-oriented, I am dedicated to providing practical and effective solutions for organizational success.

Work experience

Customer Care Specialist · MAIB · Chişinău
December 2024 - Present · 12 months

As a Customer Care Specialist at maib, I handle escalated cases from individual clients, coordinating with internal departments to ensure timely resolution. I manage a high volume of inbound calls, providing clear information, clarifications, and tailored assistance while maintaining a strong customer-oriented approach. I deliver professional service in Romanian and Russian, and as the only English-fluent operator in the office, I manage all English-speaking client calls. My role requires excellent verbal and written communication skills, strong MS Office proficiency, and the ability to accurately analyze and resolve client requests while maintaining high service quality.

Skills: Providing a personalized approach, Escalation of cases submitted by individual clients

Truck Dispatcher · Dreamworks Carrier LLC · Chişinău

August 2024 - December 2024 · 4 months

At Dreamworks Carrier LLC, I managed load planning by assigning freight according to customer requirements, destination, and truck capacity, ensuring efficient and profitable routes. I configured optimal routing based on fuel costs, traffic patterns, and state-specific regulations, while continuously monitoring trucks in real time through GPS systems to keep

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operations on schedule. I maintained constant communication with drivers, assisting with delays, technical issues, and routing questions. I ensured full compliance with FMCSA regulations, including driver hours and mandatory breaks, and worked to reduce operating costs by monitoring fuel, taxes, and extra expenses. I analyzed performance data, incidents, and operational reports to support improvements in planning and efficiency. I also handled unexpected issues—such as breakdowns, weather delays, and route disruptions—by providing quick alternative solutions, and kept customers updated on shipment status to maintain high satisfaction and trust.

Skills: Rapid problem resolution, Real-time truck monitoring, Load planning

Truck Dispatcher · Amazon.com Inc. · Chişinău
September 2022 - December 2024 · 2 years 3 months

As an Amazon Truck Dispatcher, I managed daily delivery operations by planning and optimizing multi-stop routes, assigning drivers and vehicles based on capacity, deadlines, and geographic zones, and continuously tracking fleet progress to keep all loads on schedule. I handled operational incidents such as delays, traffic issues, accidents, and vehicle breakdowns, providing quick rerouting and support to minimize delivery impact. I maintained clear real-time communication with drivers and customers, offered status updates, and resolved service issues. I ensured full compliance with Amazon safety, quality, and transportation standards, and regularly analyzed delivery times, route efficiency, and driver performance to recommend improvements and reduce operational costs.

Skills: Reporting and Analyzing Performance, Monitoring Driver Performance, Route and delivery monitoring

Desired industry

- Logistics / Transport

Education: Incomplete higher