


Francina Aksoy

Dispatch Supervisor

Results-oriented Dispatch Supervisor with 2 years of experience in overseeing daily operations, coordinating efficient dispatch services, and ensuring excellent customer service. Adept at managing dispatch teams, optimizing routes, and implementing process improvements to enhance overall productivity and performance. Proven ability to handle high-pressure situations and resolve complex issues while maintaining strict adherence to policies and procedures. Committed to driving operational excellence and fostering a safety-first culture within the dispatch center.

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123 Oak Street, Portland, OR 
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Education

**Associate of Applied
Science in Logistics and
Supply Chain Management
at Portland Community
College, Portland, OR**

Aug 2016 - May 2021

Relevant Coursework:
Supply Chain Management,
Inventory Control, Operations
Management, Logistics
Analysis, Warehouse
Management, Transportation
and Distribution, Procurement
and Supplier Management,
Global Logistics, and Lean Six
Sigma principles.

Links

[linkedin.com/in/francinaaksoy](https://www.linkedin.com/in/francinaaksoy)

Skills

Multitasking

Decision-making

Time-management

Problem-solving

Communication

Delegation

Employment History

Dispatch Supervisor at DHL Supply Chain, OR

Mar 2023 - Present

- Successfully reduced dispatch-related errors by 25% within the first year of employment by implementing stringent quality control measures and providing comprehensive training to the team.
- Streamlined the dispatch process by introducing a new route optimization software, resulting in a 15% increase in on-time deliveries and improving customer satisfaction rates by 10%.
- Managed a team of 20 dispatchers and consistently maintained a 95% accuracy rate in order scheduling and allocation, contributing to the overall efficiency of DHL Supply Chain operations in Oregon.

Assistant Dispatch Supervisor at FedEx Ground, OR

Aug 2021 - Feb 2023

- Successfully managed a team of 20 dispatchers, resulting in a 15% increase in on-time deliveries and a 10% reduction in customer complaints within the first year.
- Streamlined communication between drivers and dispatchers by implementing a new digital system, leading to a 25% decrease in miscommunications and improved overall efficiency.
- Collaborated with other departments to develop and implement new routing strategies, reducing average delivery times by 12% and saving the company approximately \$50,000 in fuel costs annually.
- Led the training and development of new dispatchers, reducing the average training time by 30% and increasing overall team productivity by 20%.

Certificates

Association for Supply Chain Management (ASCM) Certified in Production and Inventory Management (CPIM)

Nov 2021

National Association of Public Safety Communications Officials (NAPCO) Emergency Medical Dispatcher Certification

Aug 2020

Memberships