

Agatha Leporowska

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SUMMARY

Route coordination professional with 10+ years in dispatch operations and DOT compliance, known for clear communication and keeping teams and customers safe and informed.

Skills

75 + WPM • Route Optimization • Time Management • Conflict Resolution • Communication

WORK HISTORY

APRIL 2025- PRESENT

SCHEDULER | SERVICE EXPERTS, HEATING, COOLING & AIR | WESTMINSTER, CO

- Navigate capacity planning systems to determine clients' needs and efficiently allocate technicians to requests based on skill set and geographical location
- Research missed/canceled appointments and reschedule accordingly to increase customer service success rates by resolving issues quickly
- Respond to technicians' and sales teams' requests by radio/phone/email

AUGUST 2024 -APRIL 2025 PERSONAL SABBATICAL

FEBRUARY 2021 – AUGUST 2024 (RETURNED JUNE 2022)

DISPATCHER | ACE EXPRESS COACHES LLC | GOLDEN, CO

- Strategically created schedules for optimal cover of daily workload and adjusted quickly to changing demands
- Coordinated with drivers to facilitate efficient routes
- Monitored schedules, tracked vehicle locations, and implemented safety protocols to enhance operational effectiveness
- Directed dispatching, routing, and tracking of 30+ fleet vehicles

NOVEMBER 2021 – JUNE 2022

DOT & WARRANTY ADMINISTRATOR | POWER MOTIVE CORP. | DENVER, CO

- Oversaw incoming replacement parts and outgoing shipments of defective components
- Monitored factory recalls and announcements to stay on top of industry changes
- Reviewed warranty repair orders for proper completion, accuracy, and legibility to reduce processing delays
- Maintained confidentiality of operators' records

FEBRUARY 2020 - FEBRUARY 2021 COVID, PANDEMIC, REMOTE EDUCATOR

OCTOBER 2011 – JANUARY 2020

ROUTE SALES SPECIALIST | ELDORADO SPRING WATER | LOUISIVLLE, CO

- Developed and implemented process enhancements to drive continuous program improvement.
- Received new orders, prepared documentation, and assigned personnel
- Scheduled and organized delivery routes for daily manifest
- Communicated with warehouse staff to facilitate proper loading and unloading orders
- Assisted in resolving customer complaints and grievances
- Utilized dispatch software i.e., Samsara & Geotab for navigation

Education

SEPTEMBER 2009, FRONT RANGE COMM. COLLEGE, WESTMINSTER, CO

MAY 2009 | DIPLOMA, MOUNTAIN RANGE HIGH SCHOOL, WESTMINSTER, CO

Awards & Recognitions

OUTSTANDING PERFORMANCE *Ace Express Coaches LLC.* | 2024

VMWARE & CITRIX *Horizon Client Online* | 2022

SAP/CDK CERTIFICATE *Intelli-dealer Online* | 2021

NAVIGATING THE GROWTH CURVE *Springs Institute Boulder, CO* | 2018

DEALING WITH DIFFICULT PEOPLE *Fred Pryor Seminars. Denver, CO* | 2017

DECA STATE QUALIFIER *The Broadmoor, Colorado Springs, CO* | 2008