

Andrea Hernandez

Lead Dispatcher

Denver, CO 80249

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I am seeking a competitive and challenging environment where I can use my talents and skills to grow and expand in the company, and also establish an enjoyable career for myself.

Authorized to work in the US for any employer

Work Experience

Transportation Clerk / Dispatcher

Core-Mark - Aurora, CO

October 2023 to Present

- Accurately entering orders into the company's order processing system
- Updating customers on the status of their orders and any potential delays
- Receiving, inspecting and verifying incoming shipments
- Managing inventory and maintaining accurate records
- Ensuring all shipping documents are properly prepared and in compliance with all regulations
- Investigating any discrepancies in orders and shipments
- Working collaboratively with other departments to ensure smooth order processing
- Following safety protocols and procedures when handling freight
- Data entry
- Printing, sorting, and collating operational, transportation documents.
- Supports the day-to-day activities for assigned fleet delivery driver team

Hostess/Cashier/Server/Manager

GARIBALDI MEXICAN RESTAURANT - Aurora, CO

March 2020 to July 2023

- Recruiting, training and supervising staff.
- Agreeing and managing budgets.
- Creating staffing rotas.
- Planning menus.
- Ensuring compliance with licensing, hygiene and health and safety legislation.
- Promoting and marketing the business.
- Overseeing stock levels and ordering supplies.
- Handling customer enquiries and complaints.
- Taking reservations.
- Greeting and advising customers.
- Problem solving.
- Preparing and presenting staffing/sales reports.
- Keeping statistical and financial records.
- Assessing and improving profitability.
- Liaising with customers, employees, suppliers, licensing authorities and sales representatives.

- Making improvements to the running of the business and developing the restaurant
- ordering food, alcohol, and cleaning supplies.
- supervising the preparation, display, and delivery of food and drinks.
- ensuring prompt and friendly customer service.
- Manage and keep up smooth restaurant operations
- Supervise both kitchen staff and waitstaff, providing necessary feedback
- Write daily budget reports on both revenue and costs
- Communicate with diners and mitigate potential conflicts
- Organize and take stock of restaurant supplies
- Maintain weekly and monthly payroll for staff

Overnight Invoice Clerk

GRECO AND SONS

August 2022 to January 2023

- Perform general clerical duties, including but not limited to photocopying, scanning, filing, and data entry.
- Assist with answering phone calls and directing them to the appropriate department or individual.
- Sort and distribute incoming mail and packages.
- Maintain office supplies inventory and place orders as needed.
- Assist with scheduling appointments and meetings.
- Prepare and distribute memos, emails, and other correspondence.
- Provide administrative support to staff members as needed.
- Data entry skills
- Check-in drivers who have completed their routes by verifying product returned, customers signed the invoice and possible missed deliveries; account for pallets, totes and other company property is returned.
- Identify missed collections and notify Credit Services.
- Ensure food safety protocols were followed on the return and coordinate with Food Safety personnel for issues.
- Assure all delivery exceptions are noted on the invoice and/or delivery exception report.
- Inspect returned products to determine restocking appropriateness or deciding if the customer warrants the credit.
- Decide and adjust as needed the appropriate reason code on invoice to provide efficient processing; code damaged or inferior products with the appropriate damage code and write the code on the damaged case.
- Separate and stage for return processing all products, and count the returned items to ensure quantities match the quantity written on the return sheet and invoices.

Front Desk Agent

Holiday Inn Express DIA - Denver, CO

November 2019 to March 2020

Lead Dispatcher

Transdev - Denver, CO

October 2017 to October 2019

- Consistently review routes and make adjustments for route efficiency
- Assign good use of spare routes
- Coordinate communication between the call center and handle emails, trip transfers, bus changes, and driver attendance logs.

- Contact drivers with next day schedule changes
- Monitor a two-way radio system and provide support to drivers
- Prepare the next day manifest to include changes
- Handle revenue and maintain accurate totals
- Track and monitor daily activity and a daily task list
- Checking in/out drivers reviewing the required credentials
- Collect, sort, and tag all lost and found items and submit to the Quality Control Assistant
- Handle emergency situations and complete a report and distribute to management for accidents, incidents, and breakdowns and dispatch a road supervisor to the scene
- Answer calls providing good customer service
- Back up driver as needed
- assisting with communications via email and phone.
- Call center experience
- administrative support experience
- Mapping experience
- data entry skills

Dispatcher/Customer Service

All Aboard Transit Services - Commerce City, CO

March 2015 to September 2017

80022)

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Passenger Services Agent

Swissport/Frontier - Denver, CO

May 2015 to February 2016

- Verify passengers documentation
- Issue boarding passes and reschedule passengers affected by flight interruptions or cancellations
- Manage passenger baggage processing including handling and fee calculation if applicable
- Assist passengers as needed through arrival and check in processes including support for passengers with special needs such as unaccompanied minors (UM), Passengers needing wheelchair assistance
- Direct passengers through Customs and Immigration
- Make public address announcements as required

- Operate equipment to include the jet way, computer keyboards, and carrier specific reservation/ticketing software
- Produce all required, work-related documentation

Interviewer

Discovery Research Group - Aurora, CO

February 2015 to April 2015

80011)

- Call center interviewer conduct surveys over the telephone using computer based surveys according to specific guidelines and procedures.

Emergency Dispatcher

Tyco - Aurora, CO

June 2014 to September 2014

80012)

- Monitor system for alarm signals and responds to alarms using the information provided in instruction screens.
- Place necessary outgoing calls to verify an alarm, dispatches the proper authorities, and notifies responsible parties.
- Properly documents alarm handling procedures within the alarm screen.

Education

High School Diploma

Bishop Macheubeuf Catholic High School

August 2008 to May 2011

Skills

- Cash Handling (10+ years)
- Guest Services
- Banquet Experience
- Special Needs
- Microsoft Word
- Restaurant Experience
- Upselling
- Multi-line phone systems (9 years)
- Clerical experience
- Analysis skills
- Hotel experience
- Windows
- Spanish
- Bilingual
- Multi-line phone systems (10+ years)

- Warehouse experience
- Laundry
- Documentation review
- Guest relations
- Accounting
- Multi-line phone systems
- Microsoft Access
- Conflict management
- Front desk
- Phone etiquette
- Night audit
- Hospitality
- Multilingual
- Upselling
- Front desk
- Guest relations
- Office Management
- Clerical experience
- Warehouse experience
- Customer service
- Hospital experience
- Microsoft Access
- Cash handling
- Cash register
- Supervising experience
- Windows
- Cleaning
- Logistics
- Order fulfillment
- Microsoft Excel
- Customer support
- Cooking
- Transportation management systems
- Filing
- Microsoft Word
- Computer skills
- Communication skills
- Typing
- Conflict management
- Recruiting

- Help desk
- Grocery store

Certifications and Licenses

Driver's License

Food Handler Certification