

Destiny Guerra

■ 832-503-4462 | ✉ dguerra98@yahoo.com | ■ Houston, TX

Professional Summary

Logistics and customer service professional with 6+ years of experience in dispatch, call center operations, and transportation logistics. Proven track record of coordinating shipments, supporting drivers, and resolving issues quickly while ensuring compliance, accuracy, and exceptional customer satisfaction.

Core Skills

- Over-the-Road (OTR) Dispatching & Scheduling
- Logistics Coordination & Drayage Operations
- Call Center Operations & Customer Support
- Shipping & Receiving | Order Processing
- SAP (ERP) & Data Entry
- Payroll & Timekeeping
- Problem-Solving & Multitasking
- Strong Communication (Phone, Email, In-Person)

Professional Experience

Dispatcher & Customer Service Representative

National Drayage Services – La Porte, TX | June 2021 – Present

- Dispatch and manage over-the-road (OTR) drivers across multiple states, ensuring on-time pick-up and delivery of freight.
- Monitor driver hours of service (HOS) and DOT compliance to maintain safety and legal requirements.
- Provide drivers with trip details, routing instructions, and load documentation.
- Track and trace loads in real-time, keeping customers updated on ETAs, delays, and delivery status.
- Resolve issues such as breakdowns, weather delays, missed appointments, and load reassignments.
- Prepare and verify Bills of Lading (BOLs), delivery receipts, and load confirmations.
- Coordinate with shippers, receivers, and warehouses to confirm appointments and dock availability.
- Maintain accurate records in dispatch software, ensuring smooth communication between drivers, customers, and management.
- Work closely with operations to optimize load assignments, minimize empty miles, and improve cost efficiency.
- Serve as the primary point of contact for drivers on the road, providing support and ensuring a positive driver experience.

Customer Service Representative

AR Logistics – La Porte, TX | April 2020 – June 2021

- Handled order entry, processing, and documentation for inbound/outbound freight.
- Utilized SAP software for order processing, inventory tracking, and shipment documentation.
- Assisted customers via phone and email with order inquiries and shipment tracking.
- Coordinated with drivers and dispatch to schedule pickups and deliveries.

Logistics Clerk – Shipping & Receiving

Pacorini Metals – La Porte, TX | January 2018 – March 2020

- Scheduled and coordinated pickups/deliveries with trucking companies and freight vendors.
- Prepared and verified Bills of Lading (BOLs), packing lists, and other shipment documentation.
- Maintained accurate shipping and receiving logs in company systems.
- Inspected incoming and outgoing freight to ensure accuracy and quality.
- Tracked inventory, updated records, and reported discrepancies.
- Assisted dispatch team with scheduling and records management.

Call Center Representative

Palmer Logistics – Houston, TX | September 2015 – December 2017

- Handled high-volume inbound/outbound calls for billing, accounts, and service requests.
- Resolved customer issues quickly, escalating when necessary.
- Consistently achieved performance targets for call quality and response time.
- Documented all interactions with accuracy to ensure customer satisfaction.