

# JASMINE AREBALO

*Dispatcher*

## PROFESSIONAL SUMMARY

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Dispatcher with extensive expertise in customer service and logistics management, adept at coordinating vehicle logistics and optimizing vendor selection for cost efficiency. Proficient in handling customer inquiries, payment processing, and maintaining precise documentation, with a strong focus on compliance and operational flow. Demonstrates advanced skills in project management and communication, ensuring seamless dispatch operations and customer satisfaction.

## EMPLOYMENT HISTORY

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### **OILFIELD DISPATCHER**

*G&Z Transport Inc.*

**Sep 2024 - Present**

**Brighton CO**

- ◆ Coordinate oilfield logistics operations, optimizing route planning and driver assignments to ensure timely deliveries and maintain operational efficiency.
- ◆ Manage real-time scheduling adjustments for transport fleet, resolving delivery conflicts and prioritizing urgent shipments to minimize downtime at well sites.
- ◆ Monitor driver compliance with safety regulations and hours-of-service requirements while maintaining comprehensive documentation of all transport activities.
- ◆ Liaise between field operations, drivers, and management to streamline communication channels and ensure alignment on delivery priorities and schedules.
- ◆ Implement dispatch optimization techniques to reduce fuel consumption and improve resource allocation across multiple oilfield service locations.
- ◆ Orchestrate complex oilfield transport logistics, balancing driver availability with urgent delivery needs while ensuring regulatory compliance across multiple service locations.

### **SALES ADMINISTRATOR/CUSTOMER SERVICE REPRESENTATIVE**

*Blue Bear Waste Services, LLC*

**Apr 2023 - Sep 2024**

**Denver, CO**

- ◆ Maintain accurate customer database, enhancing client satisfaction through precise records.
- ◆ Collaborate with sales, addressing customer needs and improving service quality.
- ◆ Facilitate inter-departmental communication, resolving issues and boosting satisfaction.
- ◆ Provide timely quotes, ensuring prompt responses to customer inquiries.
- ◆ Manage customer inquiries and complaints, delivering efficient solutions in a fast-paced environment.
- ◆ Streamlined customer database management while facilitating cross-departmental communication to resolve issues promptly and enhance service quality in waste management sector.

### **STAFF ACCOUNTANT/CUSTOMER SERVICE REPRESENTATIVE**

*5280 Waste Solutions, Inc.*

**Nov 2020 - Apr 2023**

**Denver, CO**

- ◆ Assist customers with sales and inquiries, ensuring high satisfaction and efficient resolutions.
- ◆ Manage accounts receivable, track payments, and generate detailed financial reports.
- ◆ Utilize Starlight Software to update customer accounts and streamline service operations.
- ◆ Communicate across departments to enhance customer service and operational efficiency.
- ◆ Provide quotes and follow-ups, contributing to increased sales and customer retention.
- ◆ Managed dual roles at 5280 Waste Solutions, balancing accounting responsibilities with customer service excellence while maintaining accurate financial records and resolving complex billing inquiries.
- ◆ Streamlined accounts receivable processes while handling customer inquiries, resulting in improved cash flow and enhanced customer satisfaction through efficient problem resolution.
- ◆ Expertly navigated Starlight Software to process customer transactions, track payments, and generate comprehensive financial reports while maintaining meticulous account documentation.
- ◆ Facilitated cross-departmental communication to resolve customer issues while managing accounting functions, creating a seamless experience for clients and optimizing internal workflows.
- ◆ Maintained meticulous financial records using Starlight Software, generating comprehensive reports while simultaneously addressing customer service needs with precision.

**CARTAGE MANAGER/DISPATCHER**

Nov 2017 - Nov 2020

**Forward Air**

Denver, CO

- ◆ Manage team and vendors, ensuring operational efficiency and compliance.
- ◆ Streamline payroll and reporting processes, enhancing accuracy and timeliness.
- ◆ Negotiate contracts, fostering beneficial partnerships and cost savings.
- ◆ Implement programs to boost revenue and productivity, achieving measurable growth.
- ◆ Orchestrated comprehensive operations management for Forward Air, overseeing dispatchers, CSRs, drivers, and vendors while maintaining strict DOT compliance and negotiating strategic contracts.
- ◆ Drove operational excellence at Forward Air through effective team leadership, vendor contract negotiation, and implementation of revenue-enhancing corporate initiatives.
- ◆ Managed end-to-end logistics operations including KRONOS time tracking, equipment maintenance oversight, and vendor/carrier payroll processing while resolving escalated PUD issues.
- ◆ Built high-performing teams through strategic hiring, comprehensive training programs, and employee development while partnering with corporate to implement productivity-boosting initiatives.

**DISPATCHER/CUSTOMER SERVICE REPRESENTATIVE**

Nov 2015 - Nov 2017

**Copart, Inc**

Denver, CO

- ◆ Efficiently manage customer inquiries, ensuring timely responses and resolution.
- ◆ Execute administrative tasks, maintaining precise documentation and data integrity.
- ◆ Process payments and reconcile accounts, adhering to financial protocols.
- ◆ Coordinate vehicle logistics, optimizing vendor selection for cost efficiency.
- ◆ Research and resolve title issues, ensuring compliance with state regulations.
- ◆ Managed comprehensive dispatch operations and customer service, coordinating vehicle pickup logistics while ensuring strict adherence to state title processing guidelines.
- ◆ Streamlined payment processing for buyers, DMV, and cash transactions while efficiently resolving vehicle title issues to maintain operational flow.
- ◆ Maintained meticulous documentation on vehicles and dispatch operations while researching cost-effective vendor solutions to meet company budget objectives.
- ◆ Analyzed dispatch requirements to optimize sub-hauler allocation for vehicle transport, while conducting thorough research to resolve complex title issues.

**DISPATCHER/LOAD PLANNER**

Oct 2010 - Nov 2015

**Western Distributing Transportation Corp.**

Denver, CO

- ◆ Coordinated driver schedules, enhancing route efficiency and customer satisfaction.
- ◆ Resolved service issues via stakeholder communication, improving operational flow.
- ◆ Dispatched work orders accurately, ensuring timely deliveries and compliance.
- ◆ Managed documentation, improving record accuracy and maintaining compliance.
- ◆ Analyzed logistics to balance driver availability with customer demands, maximizing efficiency.

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**EDUCATION**

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**ASSOCIATES OF APPLIED SCIENCES****Red Rocks Community College**

Lakewood, CO

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**SKILLS**

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Microsoft Office (*Expert*), AS400, WINTRGRADE (*Experienced*), CAS, TMW SUITES, Customer Service (*Expert*), Accounts Receivable, Dispatching (*Expert*), Project Management, Data Entry (*Expert*), Billing, Collections, Logistics Coordination, Vendor Management, Interdepartmental Communication, Compliance Monitoring, Operational Efficiency, Team Leadership, Negotiation Skills, Critical Thinking, Analytical Thinking, Time Management.

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**LANGUAGES**

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English (*Native*), Spanish (*Native*).

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**ADDITIONAL INFORMATION**

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**AWARDS****Copart Service Star January 2017**

Quarterly award recognized by nominations from management, co-workers, and clients.