

Leann Mock

Logistics/Dispatcch

Evans, CO 80620

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Authorized to work in the US for any employer

Work Experience

Service Coordinator

Security and Sound Design-Windsor, CO

July 2020 to Present

- Scheduling service calls, commercial and private home installations, fire and security inspections
- Tracking hours and locations of technicians
- Reading and responding to reports
- Answering phone calls
- Data entry

Driver Coordinator

Walmart Distribution Center-Loveland, CO

December 1999 to August 2019

- Experience

Entered data into computer

Checked payroll

Answering phones

Prepare T-pay slips for meetings, corrected payroll, days off and chain pay

Explained driver pay activity; wait time, downtime

Assigning drivers to tractors

Research drivers to cover unexpected changes in dispatch

Ensure all deliveries are made on time

Tracked driver and trailer activity

Tracked ballast

Research and correct errors in pay

Looked up driver locations for stores and office

Created and scheduled pallet pickups for stores

Scheduled soil pickups for stores

Printed and prepared BOLs

Created added and dropped store loads

Emailed stores about added and dropped and late deliveries

- Telephone Skills

Took heavy call volume from stores, vendors, drivers, other offices

Took accident and incident reports
Transferred calls and relayed messages to appropriate person

Education

High school or equivalent

Thompson Valley High School-Loveland, CO
May 1994 to May 1997

Skills

- Logistics
- Data entry
- Payroll
- Customer Service
- Management
- Restaurant Management
- Communication skills
- Dispatch
- Microsoft Outlook
- Microsoft Excel
- Office experience
- Dispatching
- Microsoft Office
- Microsoft Word
- 10-Key

Additional Information

From 2009-2013 I took charge of a ballast program Wal-Mart dedicated itself to. I was recognized as being instrumental for enhancing the program compared to previous years. The daily efforts of tracking ballast leaving the warehouse to where they ultimately ended up and ensuring they got back to our yard significantly improved the safety for our drivers. I implemented a tracking system via the drivers to office staff to aid in the tracking of ballast.