

# Michael Egan

185 S. Sable Blvd, Unit T23 

(720) 402-9577 

ralphieiv@msn.com 

<https://www.linkedin.com/in/mike-egan-5330259b> 

Experienced, efficiency-driven professional seeking an Operations Coordinator/Manager position with an organization that would benefit from my knowledge of marketing and business management, trucking dispatch and route optimization, and managing operations in accordance with DOT and OSHA regulations.

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## Skills

- Proven leader and manager of operations
- Strategic planner who seeks out and implements efficient processes
- Route and scheduling optimizer
- Superior customer service
- Excellent budget and personnel management
- Knowledgeable in DOT and OSHA regulations pertaining to the transportation industry
- Adept with multiple transportation and distribution software applications including AS400, Systech, Command Alkon, OCS dispatch, and Microsoft Office products

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## Experience

2009 - CURRENT

### **Operations Coordinator / Waste Management, Denver, CO**

Delivered top efficiency marks (moving from seventh to first in rankings) in peer group for dispatch of recycling, special waste, and roll-off trucks for the Four Corners region.

Coordinated field operations for national, regional, and local accounts via daily departmental communications, identified and resolved key service issues, assisted with data management and production reporting, and worked to achieve Strategic Operations Dispatch certification.

2008 - 2009

### **Courier / Quicksilver Express, Denver, CO**

Delivered time-sensitive materials to clients.

2005 - 2007

### **Operations Coordinator / Troy Forming Concrete / Denver Caisson, Aurora, CO**

Directed operations for a large concrete foundation company which included scheduling of crews and rigs, ordering materials and coordinating support equipment, and working with outside vendors to obtain supplemental materials in support of operations.

Prepared competitive bids, negotiated pricing of materials, coordinated inspections, and provided quality customer service in support of initial and warranty work.

2003 - 2004

### **Dispatch Manager / Brannan Ready-Mix, Denver, CO**

Surpassed scheduling and budgetary goals while supervising dispatch department and personnel.

Authored operations reports, implemented new software application for managing dispatch functions, and hired, trained, and directed personnel.

2002

### **Operations Manager / Coach USA, Golden, CO**

Guided round the clock operations for a national transportation provider delivering efficiencies while managing safety and DOT compliance requirements, supervising over 90 employees, and resolving internal and customer service issues.

1992 - 2002

### **Dispatch Manager / LaFarge / Western Mobile, Denver and Boulder, CO**

Consolidated concrete, asphalt, and aggregate dispatch operations which resulted in cost savings, increased efficiencies, and allowed for the implementation of a singular dispatch system for the company.

Supervised dynamic department of dispatchers, customer service representatives, and other industry service providers which exceeded all production and budgetary goals managing over 230 union-affiliated drivers and plant operators at 16 concrete plants.

1991 - 1992

### **Manager / Action Auto Rental, Westminster, CO**

Managed rental office with a fleet of 115 rental vehicles while attaining target efficiencies and profit margins.

1989 - 1990

### **Backhaul Manager / Coast-to-Coast Hardware, Denver, CO**

Increased revenues by 300% through oversight of over 100 backhaul trucks.

Designed and implemented an internal freight pickup system resulting in expanded truck utilization, improved inter-departmental communications, and increased reliability and profits.

Generated new business contacts and increased sales volumes through negotiating competitive contract rates.

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## **Education**

MAY 1987

### **Bachelor of Science in Business / University of Colorado, Boulder, CO**

Specialized in Transportation and Distribution Management and Marketing

American Marketing Association (CUAMA) member

Business School Leadership Council

Delta Nu Alpha Transportation Fraternity member

Phi Gamma Delta Fraternity