

David Padilla

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Professional Summary

Results-driven dispatcher with 15+ years of experience in transportation and logistics, specializing in optimizing delivery schedules and enhancing customer satisfaction. Proven track record in managing driver assignments and utilizing GPS tracking systems to improve operational efficiency. Strong office management skills and commitment to elevate service quality.

Authorized to work in the US for any employer

Work Experience

Dispatcher

Western Distributing Transportation Corp-Denver, CO

February 2024 to October 2025

- Managed daily schedules, assigning drivers to specific routes based on customer demands and driver availability
- Monitored GPS tracking systems to track the location of vehicles in real-time and make necessary adjustments to optimize efficiency
- Utilized computer software systems to input data regarding orders, deliveries, and driver logs for record-keeping purposes
- Improved customer satisfaction by resolving delivery issues promptly and effectively

Dispatcher

Horizon Heating and Cooling-Denver, CO

March 2021 to December 2023

Dispatch drivers and monitor response time

Office Manager

RTD-Denver-Denver, CO

March 2003 to January 2021

Provide customer service and maintain professionalism between departments and customers

Forklift Operator

WESTERN BEVERAGE-Denver, CO

May 1999 to January 2003

Unloading materials and merchandise from incoming vehicles and stacking them to assigned places

Education

High school diploma

John F. Kennedy High School-Denver, CO

August 1992 to May 1996

Upper secondary education

Skills

- Tracking and tracing
- Last-mile delivery logistics
- Real-time scheduling adjustments
- Customer records maintenance
- DispatchTrack
- Office management
- Omnitrac
- Fleet fuel management
- Load management
- Multitasking
- Phone communication
- Single-shift scheduling
- Night shift scheduling
- Inventory records
- Lytx
- Microsoft Word
- Ability to follow instructions
- Financial data reconciliation
- First aid
- Logistics management
- Phone triage
- Safe work practices
- Freight Experience
- Written communication
- Accounts Payable
- Mentoring
- Text messaging
- Conflict management
- Fleet performance monitoring
- Financial record maintenance
- Order picking
- Accounts Receivable
- Management
- Vehicle maintenance scheduling
- Client relationship development

- IT
- CalAmp
- Transcription
- Load planning for distribution operations
- Phone call management
- Fuel record maintenance
- Hand tools
- Inventory optimization
- Excel data analysis
- QuickBooks
- GMP
- Food and beverage product quality management
- Financial software
- Organizational skills
- Outdoor work
- Technical Proficiency
- Supervising experience
- GPS
- Computer literacy
- Loader operation
- Baked goods
- Office experience
- Maintaining an organized workspace
- Phone answering
- Safety regulations
- Customer complaint resolution
- Delivery management
- Client invoicing
- Loading
- Forklifts with various attachments
- Materials handling
- Databases
- Coiled steel
- Teamwork
- Machine minor repairs
- Data entry
- Quality assurance within manufacturing
- Windows
- DOT (Department of Transportation) regulations
- Event logistics coordination

- Safety standards in production
- Ready-mix concrete
- Mobile devices
- Managing dispatcher teams - Largest dispatcher team managed (More than 20 team members)
- Verizon Connect
- Radio communication systems
- Route4Me
- Predictive maintenance
- Call center experience
- Compliance record maintenance
- Operations management
- Dispatching
- Customer inquiry handling
- Maintenance records management
- Route optimization
- Picking & packing
- Emergency communication
- Palletization
- Real-time vehicle tracking
- Emergency scheduling
- Time management
- QuickBooks Online
- Heavy equipment operation
- Operating heavy equipment
- Fleet compliance management
- Daytime scheduling
- Task prioritization
- Phone customer support
- Warehouse management system
- Customer support
- Decision making
- Phone etiquette
- OSHA (regulatory compliance area)
- Attention to detail
- Team management
- Electric pallet jack
- Logistics
- Food processing
- On-call scheduling
- Bakery

- Customer relationship building
- Record keeping
- Manufacturing company experience
- Instant messaging app
- Rotation scheduling
- Fleet safety management
- Bookkeeping
- Cycle counting inventory management
- Active listening
- Forklift
- Physical inventory counts for inventory management
- Office Management
- Machine operation
- Heavy lifting
- Microsoft Excel
- Client communication management
- Incident response coordination
- Writing skills
- Working with people with disabilities
- Labeling
- CRM system proficiency
- Industrial equipment troubleshooting
- Shipping & receiving
- Computer skills
- Rail transportation
- Pallet jack
- 24/7 scheduling
- Call center agent experience
- Driving
- Transportation management systems
- Microsoft PowerPoint
- Incident report management
- Sales
- Cross-location scheduling
- Rigging
- Maintenance task scheduling
- Video communication
- Freight load consolidation
- Delivery record maintenance
- Driver behavior monitoring

- FDA regulations
- Driver log management
- Professional email communication
- Industrial equipment
- Transportation safety regulations
- Order shipping
- Manufacturing
- Recycling
- Process improvement
- Fleet management - Largest fleet managed (More than 30 vehicles)
- Load optimization
- Fleet GPS tracking
- Dispatch software communication
- Appointment scheduling
- Administrative experience
- Inventory management
- Dispatch record maintenance
- Onfleet
- Customer service problem-solving
- Typing
- Resource allocation
- Clean workspace maintenance
- Unloading
- Logistics inventory management
- Workplace health and safety regulatory compliance
- Microsoft Office
- Order fulfillment
- Food production
- Accounting systems
- Basic math
- Productivity software
- Customer service
- Multi-line Phone Systems
- Computer operation
- Mechanical troubleshooting
- Geotab
- Research
- Client interaction via phone calls
- Packing
- Face-to-face communication

- Microsoft Outlook

Languages

- English

Certifications and Licenses

Forklift Certification