



DEVON WHITAKER

Dispatcher

Senior dispatcher with 9 years across freight and expedited delivery. Runs a busy board without losing composure, mentors newer dispatchers, and handles the customer calls other dispatchers escalate.

CONTACT INFORMATION

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KEY SKILLS

- Multi-board dispatch across less-than-truckload, expedited, and hot-shot freight
- Samsara telematics auditing
- McLeod LoadMaster and Trimble transportation software
- Federal motor carrier regulations, driver hours and split-sleeper rules
- Detention and accessorial billing recovery
- Winter weather and chain-law routing across mountain corridors
- Driver coaching, retention, and shift mentoring
- Cross-border freight coordination (US, Mexico, Canada)
- Rate negotiation and load board management (Truckstop and similar)
- Customer escalation handling and service recovery
- Route optimization and lane analysis
- Incident response and contingency planning

PROFESSIONAL EXPERIENCE

2020 - Present

Senior Dispatcher | Cascade Freight Partners, Aurora, CO

- Own the mountain-lane board covering I-70 and I-25 corridors, dispatching 55-70 loads per shift.
- Rebuilt the winter chain-law protocol after a 2022 shutdown; drivers now stage at pre-set points instead of being stranded on the pass.
- Recovered around \$47,000 in detention billing in a single quarter by auditing arrival and departure timestamps against Samsara data.
- Serve as the go-to for driver hours puzzles, split-sleeper questions, and reroute decisions for the four dispatchers on my shift.
- Sit in on weekly ops meetings to flag lanes where driver turnover is spiking.

2017 - 2020

Dispatcher | Front Range Expedite, Denver, CO

- Dispatched hot-shot and expedited loads for automotive and aerospace customers on tight delivery windows.
- Kept on-time performance above 97% across a 24/7 rotating desk.
- Trained two new dispatchers on load boards, rate negotiation basics, and driver communication.
- Coordinated with border brokers on cross-border loads into Juarez and Ontario.

2016 - 2017

Dispatch Assistant | Front Range Expedite, Denver, CO

- Entered loads, confirmed rate cons, and prepared driver packets for the dispatch desk.
- Filled in on the night board when the primary dispatcher was out.

EDUCATION

Associate of Applied Science, Logistics and Supply Chain Management, Community College of Denver, 2016

Motor carrier hours of service coursework, 2019

Hazardous materials transportation coursework, 2021