



MARCUS DELANEY

Dispatcher

CONTACT INFORMATION



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Fort Wayne, IN 12345

EDUCATION

Associate of Applied Science,
Logistics and Supply Chain
Management, Ivy Tech Community
College, 2018

Incident command coursework

KEY SKILLS

- McLeod LoadMaster
- Samsara telematics and location tracking
- Truckstop and other load boards
- Driver log review and hours tracking
- Route optimization
- Two-way radio dispatch
- Customer escalation handling
- Detention and accessorial billing
- Driver coaching
- Microsoft Excel

ABOUT ME

Freight and service dispatcher with 7 years routing drivers, technicians, and equipment across regional and long-haul lanes. Known for keeping on-time delivery above 96% during peak volume and staying calm on radio traffic when weather or breakdowns shuffle the board.

PROFESSIONAL EXPERIENCE

LEAD DISPATCHER | RIDGEWAY LOGISTICS GROUP, FORT WAYNE, IN 2021 - PRESENT

- Route 42 company drivers and 18 owner-operators daily across a five-state region using McLeod LoadMaster and Samsara telematics data.
- Cut deadhead miles by roughly 11% over two quarters by rebuilding backhaul pairings with the sales desk.
- Handle escalations from shippers and receivers, including driver hours conflicts, detention pay disputes, and reconsignments.
- Trained three newer dispatchers on load boards, appointment scheduling, and driver log review.
- Coordinate with maintenance to swap tractors mid-route when fault codes hit, keeping most freight on-time to the next stop.

DISPATCHER | RIDGEWAY LOGISTICS GROUP, FORT WAYNE, IN 2018 - 2021

- Managed 25-30 daily loads across dry van and reefer, working directly with brokers on rate confirmations.
- Answered driver check calls on a two-radio setup plus mobile, averaging around 90 inbound calls per shift.
- Filed accessorial charges (detention, lumpers, layover) that recovered several thousand dollars monthly the company had been writing off.
- Built the after-hours coverage rotation still used by the night desk today.