

Dispatcher — Elite Foods & Innovations

3 years · 4 months of high-volume dispatch operations · India · Aug 2010 – Nov 2013



Routing & Dispatch Excellence

Delivery Notes

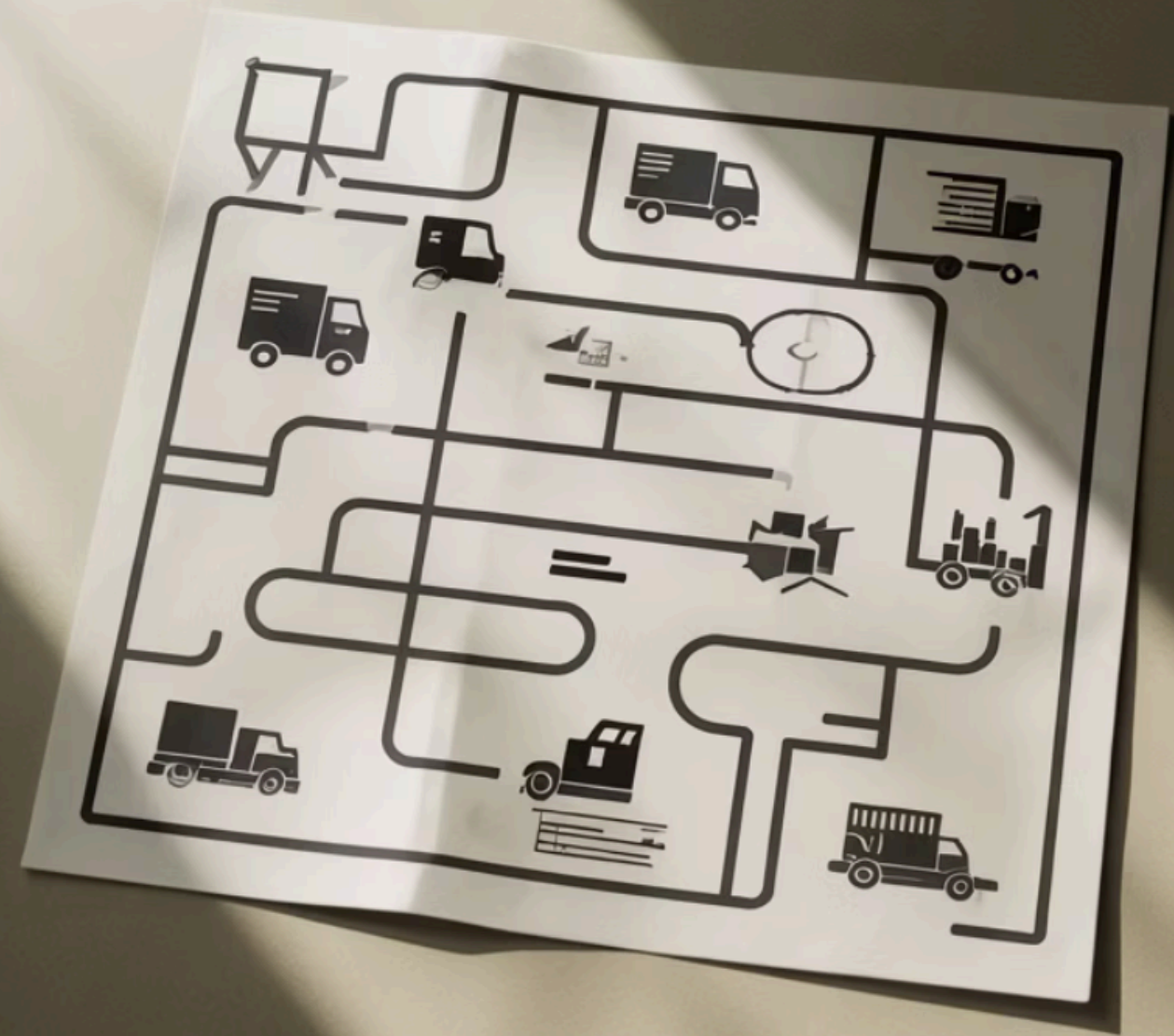
Accurate documentation that cut errors and improved turnaround

Daily Routing

Optimized field unit scheduling for on-time fulfilment

Dynamic Adjustments

Real-time schedule changes to maximize productivity



Communication & Coordination



Real-Time Field Updates

Proactively shared order status and traffic insights to minimize delays.

Multi-Line Phone System

Managed high-volume inbound communications with speed and professionalism.

Cross-Functional Coordination

Resolved customer and internal issues by aligning teams across departments.

Data, Reporting & Transparency

System Accuracy

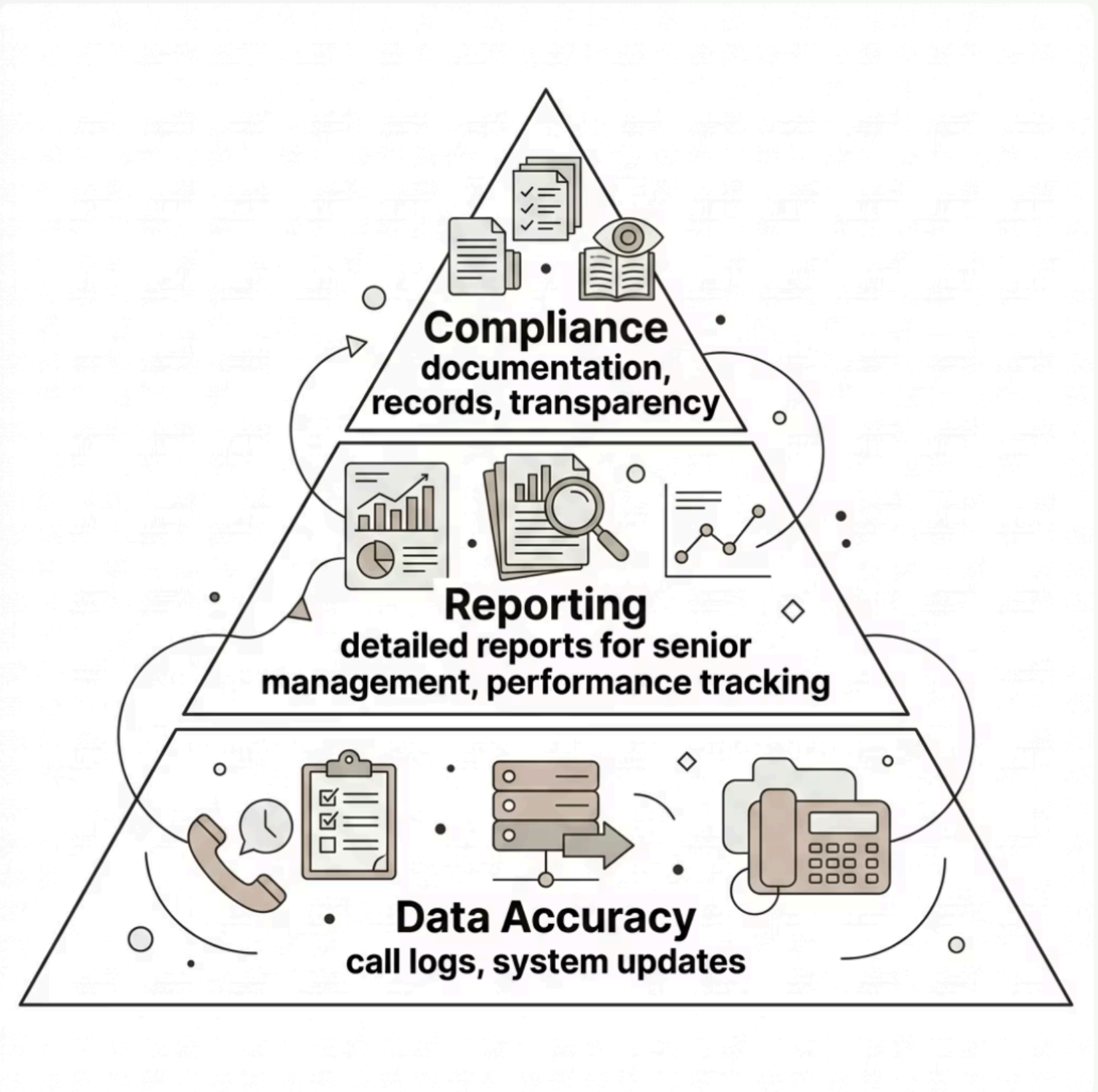
Maintained call logs and operational data for reliable decision-making.

Management Reporting

Generated detailed performance reports supporting continuous improvement.

Compliance & Records

Accurate documentation drove operational transparency and accountability.





Customer Service & Impact



Customer Satisfaction

Addressed product and delivery queries with speed and care, building lasting trust



Urgent Prioritization

Escalated and resolved critical issues without delay, keeping operations uninterrupted



Process Improvement

Identified operational bottlenecks and implemented practical fixes to reduce disruptions