

# David F. Zesbaugh

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Tacoma, WA 98406

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dzesbaugh@hotmail.com

## **Professional Experience**

12/2012 – 07/2017    NU-Way, Inc.    Tacoma, WA  
**Transportation Coordinator/Dispatcher**

Responsibilities included:

- Relay work orders, messages, and information to or from drivers
- Confer with customers to address questions, problems, and requests for service
- Direct investigations to verify and resolve customer complaints
- Collaborate with other managers and staff members to formulate and implement policies, procedures, and goals
- Direct activities related to dispatching, routing, and tracking of drivers and equipment
- Supervise transportation operations to ensure compliance with administrative policies and procedures, safety rules, and government regulations
- Data/order entry

03/2012 – 11/2012    Regal Logistics    Fife, WA  
**Dispatcher**

Responsibilities included:

- Routing of drivers within DOT and safety guidelines
- Coordination of intermodal and LTL deliveries and pickups
- Tracking of shipments via steamship, air, and rail
- Assistance in development and implementation of new dispatching software
- Yard inventory and management of both outside carrier and company equipment
- Auditing of dispatch orders for errors and omissions
- Data/order entry

02/2011 – 11/2011    Mason Dixon Intermodal, Inc.    Seattle, WA  
**Fleet Manager**

Responsibilities included:

- Routing of drivers within DOT and safety guidelines
- Scheduling of intermodal deliveries and pickups including overweight and hazardous shipments

- Tracking of shipments via rail and steamship
- Customer service and dispute resolution
- Rate quoting via tariff and establishment of new rates
- Yard inventory and reporting including refrigerated unit testing
- Auditing of dispatch orders for errors and omissions
- Data/order entry

01/2006 – 12/2010      WCT/RoadLink      Seattle, WA  
**Dispatcher/CSR**

Responsibilities included:

- Routing of drivers within DOT and safety guidelines
- Scheduling of intermodal deliveries and pickups including overweight and hazardous shipments
- Tracking shipments via rail and steamship
- Data entry and analysis
- Account set-up and maintenance
- Customer service
- Rate quoting and analysis
- Yard inventory and maintenance

08/2000 – 01/2006      Coca-Cola Enterprises      Bellevue, WA  
**Lead Dispatcher**

Responsibilities included:

- Routing of trucks and product
- Efficiencies tracking and reporting
- Data entry and analysis
- Account set-up and maintenance
- Assisting Dispatch Supervisor with training and supervision

**Computer Skills**

- Microsoft Office
- TLS dispatching software
- RoadLink proprietary dispatching software (TVI)
- MDII proprietary dispatching software
- Regal Logistics proprietary dispatching software (TMS)
- AS400
- Lotus Notes
- Ten key
- Internet proficient
- Highly adaptable to new systems and programs

## **Professional Skills**

- Leadership
- Reliability
- Diplomacy
- Multi-task oriented
- Strong attention to detail
- Excellent written and oral communication skills
- Sense of humor

## **Education**

1994-1998    Central Washington University    Ellensburg, WA  
Emphasis on Social Sciences: Psychology, Law and Political  
Science.

1991-1993    Pierce College    Steilacoom, WA

## **Professional References**

Dan Gatchet  
Former Owner WCT/District Manager RL  
West Coast Trucking/RoadLink  
(206) 465-2429 (mobile phone)

Tom Charnley  
Former Operations Manager  
West Coast Trucking/RoadLink  
(253) 217-7871 (mobile phone)

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