**Tanya Charles**

Tacoma, WA 98405

Phone : 253-297-3301

E-mail : tlpekola@hotmail.com

**Objective**

Experienced Drayage Dispatcher with strong organizational skills seeking a position where my expertise in logistics, port operations, & customer service can be effectively utilized to enhance operational efficiency.

**Skills & Qualifications**

• 5+ years of military service with focus on accountability, accuracy, and logistics.

* Knowledgeable in MS Office (Word, Excel).

• Strong interpersonal and communication skills, verbal and written.

• Exceptional attention to detail and multitasking abilities.

* Team player; work together to achieve shared goals.

• 30+ years of customer service experience.

* 20+ years of dispatch experience (TMS software)

**Professional Experience**

**All Season Transport | Kent, WA**

***Customer Service* | Dec 2024- Apr 2025**

* Professional and timely communication both verbally and written.
* Proficient in data entry, documentation, and tracking orders, with strong attention to detail in scheduling
* Proactively identify and act on problems before issues occur.

**Intercity Express Inc | Seattle, WA**

***Dispatcher/Customer Service* | Oct 2016 – Dec 2024**

**•** Schedule and dispatch intermodal owner operators serving Seattle and Tacoma ports, rail yards and warehouses ensuring timely pickups and deliveries.

* Interact directly with customers to coordinate appointments, track shipments, resolve load issues, provide ETAs, and handle billing/rate inquiries.
* Utilize websites for terminals, steamship lines, railroads, and chassis providers to verify container availability, book appointments, and resolve logistical challenges.

• Document load activities and work with safety department to ensure proper compliance with DOT regulations.

**Seattle Freight | Seattle, WA**

***Dispatcher/Customer Service* | Oct 2014 – Oct 2016**

* Planned and dispatched 30-40 intermodal trucks serving Seattle/Tacoma ports, rails and local warehouses.
* Proficient in data entry, documentation, and tracking of orders, with strong attention to detail in scheduling, billing, and rate inquiries.
* Communicated clear & precise instructions to drivers via phone, radio and/or Trandata 2-way communication system.

**Interstate Distributor Company | Tacoma, WA**

***Fleet Manager/Planner* | June 2000 – Oct 2014**

• Supervised 250 trucks (company owned & owner operators), planned routes, and ensured compliance with safety regulations.

• Communicated both written and verbally via phone and/or Qualcomm system.

* Tracked & monitored the trucks/orders to ensure customer satisfaction.

**U.S. Army | Ft. Lewis, WA**

***Supply/Maintenance System Supervisor* | Jan 1995 – Feb 2000**

**•** Managed inventory, maintenance, and dispatch for 150+ vehicles.

* Conducted training, processed reports, and ensured equipment accountability.
* Supervised 5-10 people

**Education**

• Bachelor’s in Business Management | University of Phoenix, Tacoma, WA | 2009

**References**

Available upon request.