Kevin Lindstrom

Dispatch Coordinator

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SUMMARY

Dispatch coordinator with 4 years running delivery and pickup dispatch for construction equipment rental and roll-off service. Coordinates 18 drivers and 120 stops a day, stays highly organized across phones, email and the rental system, and gives jobsite customers responsive customer service.

SKILLS

Dispatch Logs • Route Planning • GPS Tracking • Delivery Tickets • Rental Management Software
Microsoft Office • Excel • Outlook • Customer Service • Highly Organized

EXPERIENCE

Dispatch Coordinator 02/2024 - Present

Darby Creek Equipment Rental Columbus, OH

Construction equipment rental company with 4 branches and 18 delivery drivers.

- Coordinate **120** deliveries and pickups a day for 18 drivers across 4 branches.
- Plan driver routes and load sequences each afternoon, cutting empty miles by 15% in 2025.
- Track delivery tickets, signed contracts and fuel charges in the rental system, closing 99% of tickets the same day.
- Resolve 30 customer calls a day on late deliveries, swaps and off-rent requests with jobsite foremen.

Dispatcher 06/2022 - 01/2024

Big Walnut Roll-Off Services Columbus, OH

Roll-off container company serving contractors and homeowners.

- Assigned 80 roll-off container drops and swaps a day to 10 drivers.
- Monitored trucks by GPS tracking and updated customers when landfill waits delayed service.
- Maintained dispatch logs and scale tickets for billing with 98% accuracy.
- Trained 2 new dispatchers on routing rules and the billing system in 2023.

Customer Service Associate 05/2020 - 05/2022

Worthington Home Supply Worthington, OH

Building materials yard with 3 delivery trucks.

- Processed 35 phone and counter orders a day for lumber and building materials.
- Arranged next-day deliveries for 3 trucks and called customers with time windows.
- Checked outgoing loads against tickets, holding wrong deliveries under 1%.

EDUCATION

High School Diploma 05/2020

Worthington Kilbourne High School Columbus, OH