

Haruto Lam

Transportation Dispatcher

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📍 Irving, TX 75039

STRENGTHS

- 🚚 **Driver Support**
During overnight disruptions, gathered facts quickly, kept drivers informed, and helped move routes toward practical recovery.
- ⚠️ **Exception Control**
When alerts surfaced, reviewed route, temperature, and safety details before choosing a clear escalation path.
- 🗣️ **Customer Communication**
Shared honest delay updates and recovery plans, helping customers make informed decisions during uncertain arrivals.
- ♥️ **Shift Continuity**
Nightly handoffs became a trusted reference, giving daytime teams context on open issues and required follow up.
- 🚦 **Safety Awareness**
Reviewed telematics events and reefer concerns with care, then documented findings for timely operational action.

SKILLS

Transportation Dispatch

Food Distribution Driver Support

Overnight Operations

GPS Tracking Telematics

Samsara Descartes

Reefer Compliance

DOT Regulations

Transportation Safety

Route Exceptions

Breakdown Coordination

Customer Communication

Shift Handoffs

SUMMARY

Transportation dispatcher with four years supporting overnight **food distribution**, temperature controlled routes, multi state deliveries, and time sensitive driver recovery. Maintains fleet visibility through GPS, telematics, dispatch, and tracking platforms while coordinating drivers, customers, **distribution centers**, maintenance resources, and transportation leaders across **multiple time zones**. Resolves breakdowns, delays, **route changes**, reefer exceptions, and mobile device issues through calm prioritization and accurate documentation. Produces clear shift handoffs, nightly recaps, and operational reports using Microsoft Excel, Outlook, and Word. Applies DOT regulations, transportation safety practices, and structured problem solving during fast moving operations. Brings practical dispatch judgment, dependable follow through, and customer focused communication that supports safe, timely delivery service.

EXPERIENCE

Transportation Dispatcher, Cold Chain Operations

Lone Star Cold Chain Logistics 📅 January 2025 - Present 📍 Irving, TX

Owns overnight dispatch for temperature controlled food routes serving restaurant and institutional customers across several states. Supports drivers, customers, distribution centers, maintenance resources, and transportation leadership through Samsara, Descartes, Excel, Outlook, and dispatch records. Provides reliable fleet visibility, safety escalation, recovery coordination, and handoff continuity for **overnight operations**.

- Coordinated overnight **dispatch** for **temperature controlled** food routes across several states, preserving delivery continuity.
- Monitored Samsara and Descartes alerts, prioritizing route exceptions against customer appointment requirements.
- Resolved breakdowns and device issues through maintenance coordination, action logs, and revised arrival updates.
- Reviewed **telematics** events, reefer temperatures, and hours concerns under DOT safety procedures.
- Delivered customer recovery updates that protected service continuity and kept expectations accurate.
- Produced Excel **shift handoffs** and **nightly recaps**, giving daytime teams clear unresolved issue ownership.

Dispatch Coordinator, Regional Distribution

Prairie Route Distribution 📅 August 2022 - December 2024 📍 Arlington, TX

Supported evening and overnight transportation for regional food and consumer goods deliveries. Coordinated active drivers, warehouse release timing, customer appointments, route changes, roadside resources, and supervisor escalations. Built practical dispatch judgment through fast moving exception management, safety documentation, customer correspondence, and dependable shift transition reporting.

- Supported overnight food and consumer goods routes, coordinating drivers, warehouses, and **customer appointments**.
- Tracked **GPS** and telematics movement, identifying developing **delays** before appointment windows narrowed.
- Managed breakdown **exceptions** through equipment details, roadside coordination, dispatch records, and supervisor **escalation**.
- Reviewed refrigerated load status and safety information, documenting concerns for **operational follow up**.
- Prepared end of shift summaries covering late deliveries, equipment issues, and driver follow ups.
- Maintained Excel, Outlook, and Word records, giving incoming teams dependable operational context.

LANGUAGES

English	Native
Japanese	Intermediate

MY CAREER



- Transportation Dispatcher, Cold Chain Operations at Lone Star Cold Chain Logistics (1.8 Years)
- Dispatch Coordinator, Regional Distribution at Prairie Route Distribution (2.3 Years)

PROJECTS

- Overnight Reefer Exception Control** 📅 2025
- Small exceptions can shape an entire delivery night. Created a practical review flow for reefer temperatures, telematics alerts, route deviations, driver status, and escalation notes, giving overnight teams a clearer path from detection through documented recovery.
- Multi State Driver Recovery Desk** 📅 2024
- Fast recovery starts with useful facts. Organized a dispatch reference process for breakdowns, mobile device issues, route changes, maintenance calls, customer updates, and shift handoffs across regional food delivery operations.

LEADERSHIP & AWARDS

- Recognized by dispatch leadership for calm handling of overnight breakdowns and customer recovery communication.
- Trusted by incoming operations teams for clear handoffs, accurate nightly recaps, and dependable follow through.
- Selected as a go to resource for reefer exception documentation and driver support during active routes.

EDUCATION

Associate of Applied Science in Logistics and Supply Chain Management
Tarrant County College 🎓 GPA: 3.5 📅 2022 📍 Fort Worth, TX
***Coursework:** Transportation operations, supply chain management, logistics technology, business communication*

CERTIFICATIONS

- OSHA 10 Hour General Industry 📅 2023
- DOT Transportation Safety Training 📅 2023

TECHNICAL SKILLS

- **Dispatch Platforms:** Samsara, Descartes, dispatch systems
- **Telematics Systems:** GPS tracking, vehicle alerts, driver status
- **Microsoft Office:** Excel, Outlook, Word
- **Transportation Compliance:** DOT regulations, hours of service, safety procedures
- **Cold Chain Operations:** reefer compliance, temperature alerts, refrigerated loads
- **Exception Management:** route deviations, delivery delays, service disruptions
- **Driver Support:** breakdown response, mobile device support, route changes
- **Operational Reporting:** nightly recaps, shift handoffs, fleet status reports
- **Customer Coordination:** delay updates, recovery plans, appointment communication
- **Fleet Operations:** multi state routes, distribution centers, delivery tracking

PROFESSIONAL AFFILIATIONS

- Council of Supply Chain Management Professionals, transportation and logistics member.
- American Trucking Associations, transportation safety and operations community participant.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST