Cheryl Hui Wen Tay

Transport Dispatcher

transport-dispatcher@example.test · Singapore

Evening dispatch and handover

Up to 26 routes per shift — Checked evening manifests and driver availability.

12 to 4 missing end-of-shift updates — Per week during a four-week driver check-in board trial.

Education

Diploma in Supply Chain Operations

Straitgate Technical College

2024

Supervised route-readiness simulation covering fixed departures and parcel volume limits.

Summary

Covers evening outbound dispatch for a last-mile depot. Checks driver and route readiness, escalates missed collection windows to the shift lead and hands open stops and callbacks to the overnight team.

Experience

Transport Dispatcher

Banyanloop Parcel Services

2024-06 – Present

- Flagged manifest and driver mismatches before dispatch and logged routes awaiting reassignment approval.
- Logged 47 delayed collections over six weeks with reason codes and route references. The shift lead traced recurring loading delays at two sites.
- Trialled a driver check-in board with the shift lead for four weeks. Missing end-of-shift updates fell from 12 to 4 a week. Counted transferred stops separately.
- Logged missed stops and the next action, route and expected callback for the overnight crew.
- Checked late route changes against the board and alerted Loading if parcels had reached the original bay. Asked the supervisor to approve changes to scheduled collections.

Dispatch Trainee

Baylinch Depot Services

2023-12 – 2024-05

- Matched proof of delivery to open stops and confirmed delivery dates with drivers before supervisor reconciliation.
- Shadowed a senior dispatcher during two holiday peaks and drafted a checklist on missed check-ins that the training supervisor used with the next trainee.

Skills

Dispatch desk: Manifest checks, Route tracking, Proof of delivery

Shift communication: Driver check-ins, Exception logging, Overnight handover

Projects

Shift handover checklist

Dispatch work sample

2025

Tested separate callback, driver confirmation and route assignment statuses for the overnight crew.

Languages

English · Mandarin