



Cristian Sas

CV DISPO/DISPATCHER

Details

Bistrita

România

0040758792427

sascristian86@gmail.com

DRIVING LICENSE

Yes

Links

CristianSas.com

[LinkedIn](#)

[GitHub](#)

Skills

Good time management

Highly Organized

Adobe Photoshop

Project Management

Microsoft Office

Hard Working

Conflict Resolution

Leadership and Teamwork

Interpersonal Skills

Self-motivation

Fast Learner

Ability to Work in a Team

Profile

PROFESSIONAL GOAL

A highly skilled and dedicated dispatcher with extensive experience in logistics coordination and operational optimization within Amazon's high-performance ecosystem. My goal is to drive operational excellence through streamlined processes, innovative solutions, and technology integration. I am committed to improving driver performance, reducing costs, and enhancing customer satisfaction by implementing efficient and well-organized operational strategies.

EDUCATION

Babes-Bolyai University (UBB), Cluj-Napoca

Specialization: Mathematics and Computer Science

Period: 2010 – 2014

LANGUAGES

- **Romanian:** Advanced
- **English:** Advanced
- **German:** Writing and comprehension – Good, Speaking – Basic

WORK EXPERIENCE

DISPATCHER – Amazon DMU1 (2023 – 2024)

Location: Munich, Germany

- **Process Optimization:** Planned and adjusted delivery routes for a fleet of 50 drivers, ensuring maximum operational efficiency through tools like Cortex and VMS.
- **KPI Monitoring:** Analyzed and improved key performance indicators (KPIs) such as DPMO, MENTOR, PHR, and scan rates, implementing proactive measures to reduce errors and improve compliance.
- **Team Coordination:** Conducted daily briefings, equipping drivers with the tools and information needed for successful deliveries.
- **Fleet Management:** Monitored vehicle usage, scheduled maintenance, and reduced operational costs using the Vehicle Management System (VMS).
- **Effective Communication:** Maintained seamless collaboration with internal ORM teams and external partners via platforms like Amazon Chime, resolving critical issues in real-time.
- **Training and Development:** Organized training sessions for underperforming drivers, providing constructive feedback and setting clear improvement goals based on weekly ScoreCards.

ASSISTANT & DELIVERY DRIVER – Amazon (2020 – 2023)

Locations: Munich, Stuttgart, Freiburg, Meskrich, Ulm, Erfurt

- **Top Performer:** Consistently ranked among the most efficient drivers and dispatchers across Amazon delivery stations in Germany.
- **Operational Support:** Assisted dispatcher teams by managing documentation, daily plans, and performance reports.
- **Error-Free Deliveries:** Ensured on-time package delivery while adhering to Amazon's strict safety and quality standards.

Microsoft Excel

Communication

Creativity

Leadership

Decision Making

Adaptability

Customer Service

Effective Time Management

Computer Skills

Time Management

Flexibility and Adaptability

Management

Customer Service Skills

Teamwork

Interpersonal Communication Skills

Strong Communication Skills

Analytical Thinking

Problem Solving

Attention to Detail

Creative Problem Solving

NOTABLE ACHIEVEMENTS

- **Optimized Routes:** Reduced average delivery times through precise skills adjustments and real-time route monitoring.
- **Cost Savings:** Achieved annual cost reductions by optimizing vehicle usage and fuel consumption tracking.
- **Improved KPIs:** Enhanced PHR compliance rates through targeted interventions and performance management.
- **Efficient Training:** Successfully onboarded new drivers, reducing initial error rates within their first operational weeks.
- **Rapid Issue Resolution:** Effectively handled high-pressure situations, ensuring operational continuity without disruptions.

SKILLS

- **Planning and Organization:** Proficient in managing resources and coordinating daily delivery operations.
- **Logistics Technology:** Advanced expertise in tools such as Cortex, Chime, Mentor, VMS, and Amazon Flex.
- **Data Analysis:** Skilled in interpreting and optimizing KPI metrics for superior performance.
- **Communication:** Strong ability to collaborate with teams and external partners effectively.
- **Adaptability:** Quickly learns and integrates new technologies and systems into workflows.
- **Leadership:** Experienced in guiding teams toward achieving shared goals like FantasticPlus Status.
- **Detail-Oriented:** Ensures accuracy in logistics planning and reporting.
- **Organizational Skills:** Proficient in planning and coordinating daily logistics to maximize operational efficiency.
- **Communication Skills:** Effective collaboration with internal teams, external partners, and drivers for smooth operations.
- **Technical Knowledge:** Expertise in logistics management systems, fleet management tools, and advanced software (SQL, Excel, Microsoft Office, Cortex, VMS, EdTime).
- **Performance Optimization:** Strong focus on analyzing and improving KPIs, including forecasting and cost management.
- **Adaptability:** Skilled at quickly adopting new technologies and procedures to improve workflows.
- **Responsibility:** Strong commitment to meeting deadlines and maintaining high performance standards.
- **Teamwork:** Collaborative approach to problem-solving and achieving common objectives.
- **Detail-Oriented:** Focused on minimizing errors and ensuring precise execution of logistics processes.

Hobbies

Programming – Building innovative software solutions and exploring new technologies.

Electronics – Designing and assembling electronic circuits and IoT devices.

AI and Machine Learning – Experimenting with AI models and creating predictive algorithms.

Gaming – Enjoying strategy and simulation games for creativity and problem-solving.

DIY Projects – Combining programming and electronics to create custom gadgets and smart home solutions.

- **Morning (AM) Operations:** KW plan creation based on forecasted delivery volume.
Cortex system optimization and adjustments for delivery routes, ensuring operational efficiency.
Driver onboarding and preparation, ensuring they are equipped and informed before routes.
Rostering plan management for weekly schedules, optimizing coverage and ensuring compliance with delivery targets.
Integration with a Vehicle Management System (VMS) to manage fleet performance, including maintenance scheduling and cost control.
Close collaboration with the Amazon support team to address immediate challenges and provide driver assistance.
- **Afternoon (PM) Operations:** Performance indicator analysis (e.g., DPMO, PHR) and optimization to meet KPIs.
- **Fast Communication:** Quick response time on platforms like Amazon Chime, ensuring seamless collaboration and timely issue resolution.
Re-training and upskilling drivers based on quality evaluations and feedback.
Quality meetings to identify improvement areas and set action plans for underperforming drivers.
Documentation and reporting on operational outcomes, identifying trends and improvement opportunities.
- **Continuous Improvement:** Cortex optimization and re-training and fine-tuning to adapt routing algorithms for real-time conditions.
Integration of fleet cost-saving measures through VMS, tracking fuel usage, maintenance schedules, and reducing overhead.
Collaboration with team leaders to improve communication channels and problem-solving effectiveness.

The Art of Advanced Amazon Dispatching

Being an advanced Amazon dispatcher is more than just coordinating routes and managing drivers—it's about orchestrating a seamless symphony of logistics, precision, and innovation.

This role requires a focus on several key pillars that ensure success in a high-performance environment like Amazon's:

1. Optimizing Operations

Dispatching at an advanced level means constantly fine-tuning delivery routes and schedules to achieve peak efficiency. By leveraging cutting-edge tools like Cortex and Vehicle Management Systems (VMS), a dispatcher ensures that every package reaches its destination on time while minimizing fuel consumption and costs.

2. KPI Mastery

The heart of advanced dispatching lies in tracking and improving Key Performance Indicators (KPIs) such as DPMO (Defects Per Million Opportunities), PHR and on-time scan compliance. Proactively addressing performance issues and implementing targeted solutions is essential to maintaining operational excellence.

3. Driver Support and Development

Drivers are the backbone of Amazon's logistics network, and an advanced dispatcher is their guide and mentor. From conducting daily briefings and offering constructive feedback to organizing retraining sessions, the focus remains on empowering drivers to excel while fostering a supportive and collaborative environment.

4. Real-Time Problem Solving

In a fast-paced delivery ecosystem, challenges are inevitable. Whether it's rerouting deliveries due to unexpected traffic or resolving last-minute operational issues, an advanced dispatcher excels in quick decision-making, ensuring seamless operations even under pressure.

5. Tech-Driven Solutions

Advanced dispatching requires staying ahead of the curve by integrating innovative technologies. From predictive analytics for route planning to AI-powered insights for improving performance, technology becomes the cornerstone of effective logistics management.

6. Customer-Centric Approach

At its core, advanced dispatching is about delighting the customer. Ensuring that packages are delivered safely, securely, and on time directly impacts customer satisfaction, making this a key focus for any dispatcher aiming for excellence.

7. Continuous Improvement

The role of an advanced dispatcher is never static. It involves a mindset of constant learning and adaptation—analyzing past performance, identifying areas of improvement, and implementing strategies to enhance future outcomes.

An advanced Amazon dispatcher doesn't just manage logistics—they shape the entire delivery experience, creating a system where efficiency meets innovation. Their work ensures that drivers perform at their best, customers receive their packages on time, and the logistics chain operates like a well-oiled machine.

This is a role that thrives on precision, leadership, and a relentless drive for improvement, making it an essential pillar of Amazon's success in delivering smiles around the globe.

As an advanced Amazon dispatcher, my work is all about precision, innovation, and making things happen. I don't just see this as a job; it's a challenge to optimize every route, support every driver, and ensure every package gets delivered safely and on time. What motivates me most is finding smart, tech-driven solutions to everyday problems, whether it's fine-tuning delivery plans using tools like Cortex or addressing last-minute changes with quick, effective decisions.

I'm proud to help drivers perform at their best, guiding them with clear communication, constructive feedback, and support when they need it most. For me, KPIs aren't just numbers—they're benchmarks to push past, opportunities to improve efficiency, reduce errors, and ensure we're always moving forward.

Every day, I'm focused on making the entire operation smoother and better, driven by the belief that there's always room to innovate. At the end of the day, seeing the system work like clockwork and knowing I played a part in that success is what keeps me going. This is more than work—it's about creating impact and driving progress.

IT Certifications

- **Advanced Programming Certificates:** (e.g., PHP, Python, JavaScript, C++ Amazon AWS)
- **Artificial Intelligence (AI) Certificates:** (e.g., AI Development, Deep Learning, Computer Vision)
- **Machine Learning (ML) Certificates:** (e.g., ML Algorithms, Natural Language Processing, TensorFlow)
- **Web Programming Certificates:** (e.g., Front-End Development, Node.js, React, Vue.js)
- **Blockchain and Web 3 Certificates:** (e.g., Smart Contracts Development, Solidity Programming)

I am a hardworking and dedicated individual driven by a passion for innovation and creativity. As the founder of my own AI startup, I strive to create impactful solutions that blend technology and human-centric design. Beyond my professional endeavors, I find joy in connecting with nature and people, valuing the harmony and inspiration they bring to my life. Every challenge I face fuels my determination to grow, and my ultimate goal is to make a positive difference through innovation and collaboration.

Thank you for your time.

I look forward to discussing how my expertise can bring value to your team.

Employment History

Dispatcher Amazon, Runex, Munich

MARCH 2023 – NOVEMBER 2024

Delivery Driver, Elar, Freiburg

FEBRUARY 2022 – NOVEMBER 2022

Web Developer, Upwork.com, Bistrita

2018 – FEBRUARY 2022

Web Developer, Elance

JUNE 2013 – AUGUST 2021



partner
network



Cristian Sas

CV DISPO/DISPATCHER

Details

Bistrita

România

0040758792427

sascristian86@gmail.com

DRIVING LICENSE

Yes

Links

CristianSas.com

[LinkedIn](#)

[GitHub](#)

Skills

Good time management

Highly Organized

Adobe Photoshop

Project Management

Microsoft Office

Hard Working

Conflict Resolution

Leadership and Teamwork

Interpersonal Skills

Self-motivation

Fast Learner

Ability to Work in a Team

Certificates



****Peccy A.I.**** is the intelligent assistant dedicated to enhancing the performance of your Amazon DSP delivery team. Designed to analyze and predict KPIs, provide personalized driver support, and optimize processes, Peccy turns complex data into actionable solutions. With advanced analytics, predictive insights, and generative capabilities, Peccy A.I. is not just a tool but the perfect partner for driving your delivery team's success.

LLMLit is a custom-tailored AI solution designed specifically for Amazon delivery departments. Leveraging the power of advanced Large Language Models, LLMLit streamlines operations by analyzing KPIs, predicting performance trends, and generating actionable insights to enhance delivery efficiency. Whether optimizing driver routes, monitoring performance metrics, or providing real-time support, LLMLit empowers teams to achieve top-tier results with precision and speed. needs to thrive.

