

# Fatai Kupetino

East Palo Alto, CA 94303

[kupetinofatai@gmail.com](mailto:kupetinofatai@gmail.com)

+16503829939

## Work Experience

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### **Dispatcher/Customer Service**

Hollingsworth Logistics-Tracy, CA

January 2021 to March 2024

- Keep track of drivers and update customers with any delays or information requested.
- Work with sales reps and enter order manually for customers.
- Remain patient and work well under pressure.
- Manage and schedule pick ups and drop offs.
- Create invoices for customers.
- Verify documents are accurate at the end of the drivers shift.

### **Dispatcher/Customer Service**

PepsiCo-Stockton, CA

February 2017 to December 2020

- Schedule customers due for new equipment installation.
- Update customers with driver's eta on arrival or delays.
- Escalate any issues that occur to management.
- Monitor drivers on the road and ensure that they follow all procedures.

### **Shipping and Receiving Clerk**

Dell Technologies-Santa Clara, CA

October 2015 to December 2016

- Follow up with customers via email, phone.
- Multitasking and organized.
- Schedule delivery appointments with customers.
- Verify all orders are out for delivery and trucks are sealed when departing.

### **Barista**

Starbucks-Menlo Park, CA

June 2013 to August 2014

- Prepare and served high-quality espresso-based beverages, teas and specialty drinks.
- Maintained cleanliness of the coffee bar, equipment and work area.
- Provide excellent customer service, ensuring a positive experience for all patrons.