

## **EDUARD SHAHBAZYAN**

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### **PROFILE**

Clear-speaking, reliable, and organized professional with strong NYC geographic knowledge and experience in both transit dispatch and field operations. Skilled in call handling, trip coordination, route planning, radio communication, and multitasking in fast-paced NYC environments.

### **CORE SKILLS**

NYC Geography • Dispatch Operations • Call Handling • Route Coordination • Radio & Phone Communication • Scheduling • Customer Service • Multitasking Under Pressure • Microsoft Office • Problem Solving

### **EXPERIENCE**

#### **Professional Transit – Dispatcher (Full-Time) | Queens, NY | Dec 2025 – Present**

- Dispatch and coordinate daily transit routes across NYC.
- Handle incoming calls from drivers and passengers.
- Assign trips, adjust routes in real time, and resolve service issues.
- Maintain clear radio and phone communication under pressure.
- Log trip data, incidents, and service updates accurately.

#### **1 Life Fire – Field Inspector / Route Coordination | Queens, NY | Feb 2025 – Dec 2025**

- Managed daily inspection routes throughout NYC.
- Coordinated schedules and communicated with office staff.
- Completed reports, documentation, and compliance records on time.

#### **Amazon – Driver / Warehouse Staging | NYC | 2024 – 2025**

- Followed dispatch instructions and delivery schedules.
- Adapted to real-time route changes.
- Maintained professional communication with dispatch.

#### **Uber / Instacart / DoorDash – Independent Driver | NYC | 2023 – 2025**

- Completed over 1,000 NYC trips across all boroughs.
- Demonstrated strong navigation and customer communication skills.

#### **Skechers – Floor Leader / Customer Service | Queens, NY | 2019 – 2024**

- Handled high-volume phone and in-person customer inquiries.
- Supported daily operations and team workflow.

### **EDUCATION**

Queensborough Community College – A.S. Computer Science (Expected 2025)  
Google IT Support Certificate – 2024

### **CERTIFICATIONS**

NFPA 10 Familiarity • Basic Fire Safety • Customer Service Experience