



## NOTICE OF SPECIAL MEETING

Pursuant to Section 54956 of the Government Code of the State of California, a Special meeting of the **Tracy City Council** is hereby called for:

**Date/Time:** **Tuesday, February 4, 2025, 6:30 p.m.**  
(or as soon thereafter as possible)

**Location:** **Tracy City Hall, Council Chambers**  
**333 Civic Center Plaza, Tracy, CA. 95376**

Government Code Section 54954.3 states that every public meeting shall provide an opportunity for the public to address the Tracy City Council on any item, before or during consideration of the item, however no action shall be taken on any item not on the agenda.

***This meeting will be open to the public for in-person and remote participation pursuant to Government Code Section 54953(e)***

**For Remote Public Comment:**

*During the Items from the Audience, public comment will be accepted via the options listed below. If you would like to comment remotely, please follow the protocols below:*

- *Comments via:*
  - **Online by visiting** <https://cityoftracyevents.webex.com> and using the following **Event Number: 2556 138 9348** and **Event Password: TracyCC**
  - ***If you would like to participate in the public comment anonymously***, you may submit your comment via phone or in WebEx by typing “Anonymous” when prompted to provide a First and Last Name and inserting [Anonymous@example.com](mailto:Anonymous@example.com) when prompted to provide an email address.
  - Join by phone by dialing +1-408-418-9388, enter 25561389348#8722922# Press \*3 to raise the hand icon to speak on an item.
- *Protocols for commenting via WebEx:*
  - *If you wish to comment under “Items from the Audience/Public Comment” portion of the agenda:*
    - *Listen for the Mayor to open “Items from the Audience/Public Comment”, then raise your hand to speak by clicking on the Hand icon on the Participants panel to the right of your screen.*
    - *If you no longer wish to comment, you may lower your hand by clicking on the Hand icon again.*
  - *Comments for the “Items from the Audience/Public Comment” will be accepted until the public comment period is closed.*

1. Call to Order
2. Actions, by Motion, of City Council pursuant to AB 2449, if any
3. Roll Call and Declaration of Conflicts
4. Items from the audience - *In accordance with Council Meeting Protocols and Rules of Procedure*, adopted by Resolution No. 2019-240, and last amended by Resolution No. 2021-049, a five-minute maximum time limit per speaker will apply to all individuals speaking during "Items from the Audience/Public Comment". For non-agendized items, Council Members may briefly respond to statements made or questions posed by individuals during public comment; ask questions for clarification; direct the individual to the appropriate staff member; or request that the matter be placed on a future agenda or that staff provide additional information to Council.
5. DISCUSSION ITEMS
  - 5.A. By motion, (1) Establish interview protocols to fill one vacancy on the City of Tracy Environmental Sustainability Commission; (2) Conduct interviews of one applicant for one vacancy; and (3) Upon conclusion of the interviews, appoint an applicant to fill one (1) vacancy and establish an eligibility list, if appropriate.
6. Council Items and Comments
7. Adjournment

**Posting Date: January 31, 2025**

The City of Tracy is in compliance with the Americans with Disabilities Act and will make all reasonable accommodations for the disabled to participate in employment, programs and facilities. Persons requiring assistance or auxiliary aids in order to participate, should contact the City Manager's Office at (209) 831-6000 at least 24 hours prior to the meeting.

Agenda Item 5.A

**RECOMMENDATION**

**By motion, (1) Establish interview protocols to fill one vacancy on the City of Tracy Environmental Sustainability Commission; (2) Conduct interviews of one applicant for one vacancy; and (3) Upon conclusion of the interviews, appoint an applicant to fill one vacancy and establish an eligibility list, if appropriate.**

**EXECUTIVE SUMMARY**

On March 19, 2024, the City Council amended the *Council Policy Establishing a Selection Process for Appointments to City Advisory Bodies* (see Attachment A) through Resolution 2024-042 (Appointment Policy). Section D of the Appointment Policy defines the selection process, which requires the full City Council, in open session at a regular or special meeting, review applications, interview applicants and make informal recommendations of specific candidates for the Mayor to consider as proposed appointees. One vacancy existed, as of November 11, 2024, on the City of Tracy's (City) Environmental Sustainability Commission. The recruitment to fill the vacant position opened on November 19, 2024, through December 20, 2024, and one application was received.

The Appointment Policy does not outline a specific manner in how the Council body should conduct the interviews for each advisory body. Through this item, the City Council will discuss and agree upon interview protocols and then will proceed with the interview process itself.

**BACKGROUND AND LEGISLATIVE HISTORY**

The City Council's current selection process for appointment to Council boards, commissions, or committees is set forth in the Appointment Policy approved through Resolution 2024-042. The selection process is initiated through the preparation of the appointment list by the City Clerk on or before December 31 of each year. The list contains the list of appointees and terms for each board, commission, and committee whose members serve at the pleasure of the City Council. When a vacancy occurs, a special notice is posted within twenty (20) days of the vacancy. Specific terms apply to vacancies with less than six months remaining and when filled by an emergency appointment. The Appointment Policy also restricts appointment of an individual already serving on a City of Tracy board, committee, or commission from serving on an additional City of Tracy board, committee, or commission concurrently. In addition, individuals selected to a City of Tracy board, committee, or commission must meet residency requirements contained in the policy.

In November 19, 2024, the City Clerk opened a recruitment to fill one vacancy on the Environmental Sustainability Commission and one application was received.

The vacancy occurred due to the removal of a Commissioner from the Environmental Sustainability Commission for lack of attendance. Per the bylaws that were adopted by City Council Resolution 2010-022:

**Attendance.** If a member of the Environmental Sustainability Commission fails to attend two (2) regular meetings in any calendar year, his or her position on the Environmental Sustainability Commission shall automatically become vacant and the staff liaison shall so inform the City Clerk. Absences may not be excused, subject to Section 4 below. For quorum confirmation, a member who is unable to attend a meeting shall inform the staff liaison designated by the relevant City Department at least 48 hours before the next meeting.

The selected applicant will fill the remainder of the vacated term that will begin upon appointment and end on December 31, 2027.

## ANALYSIS

### A. Determining Interview Protocols

On April 16, 2024, the City Council established interview protocols, listed below, and conducted interviews to successfully fill two vacancies on the Planning Commission. The City Council may elect to implement the same protocols used to fill the vacancies on the Planning Commission. Then, the City Council will need to determine which interview questions to ask the applicants. The City Council may select interview questions that were used as a part of the previous appointment policy (in which a subcommittee of the City Council conducted interviews of the applicants). The list of questions is attached as Attachment B, and staff recommends that the City Council use the same list as the questions still remain relevant.

As for time allocation, the City Council is advised to consider that the entire process, including the interviewing of one applicant and appointing of one candidate, is anticipated to be completed within the scheduled meeting time of 30 minutes. Based on this, below is a suggested process:

- 1) Agree that each Council Member ask one question for a total of 5 questions.
- 2) Determine the five interview questions to ask the applicants.
- 3) Allow each applicant two minutes to respond to each question (total of 10 minutes per applicant)
- 4) Interview applicants in alphabetical order, by last name.
- 5) Allocate up to 5 minutes for each Council Member for follow-up questions.
- 6) Allocate up to 10 minutes for the total City Council discussion.

Following discussion, each Council Member will make an informal recommendation of specific candidates for the Mayor to consider as proposed appointees for appointment to the Environmental Sustainability Commission. Upon receiving the recommendations of all Council Members, the Mayor will propose one appointee to the Environmental Sustainability Commission, which shall be approved or disapproved, by majority vote, of the Council body. The Mayor may endeavor to propose an appointee that is recommended by the Council body, but the Mayor may propose an alternate appointee pursuant to mayoral authority under Government Code 40605.

If the City Council disapproves of the appointee proposed by the Mayor, the Mayor shall propose an alternate appointee, which shall be either approved or disapproved by the City Council, by majority vote. The process shall continue until one vacancy on the Environmental Sustainability

Commission is filled; the Mayor may elect to reopen the application process if no appointee is approved through this process.

If there is more than one qualified candidate, the City Council may establish an eligibility list that will be used by the Mayor to fill future vacancies that occur within the following twelve (12) months.

**B. Applicant Materials**

As noted above, the City received one (1) application for one vacancy on the Environmental Sustainability Commission. A copy of the application is attached as Attachment C. Personal information has been redacted, to protect the privacy of each applicant. However, City staff has verified that each applicant is a City resident, as is a requirement of the Appointment Policy.

**FISCAL IMPACT**

There is no fiscal impact as a result of this agenda item.

**STRATEGIC PLAN**

This agenda item supports the City's Governance Strategy, and specifically implements the following goal:

Governance

Goal 1: Model Good Governance, Teamwork, and Transparency

**ACTION REQUESTED OF THE CITY COUNCIL**

By motion, (1) Establish interview protocols to fill one vacancy on the City of Tracy Environmental Sustainability Commission; (2) Conduct interviews of one applicant for one vacancy; and (3) Upon conclusion of the interviews, appoint an applicant to fill one vacancy and establish an eligibility list, if appropriate.

Prepared by: Necy Lopez, Deputy City Clerk

Reviewed by: Arturo Sanchez, Assistant City Manager  
Matthew Summers, Interim Assistant City Attorney

Approved by: Midori Lichtwardt, City Manager

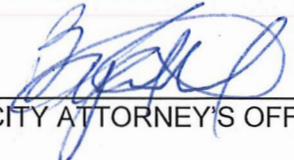
Attachments:

*A – Council Policy Establishing a Selection Process for Appointments to City Advisory Bodies*

*B – Suggested Interview Questions for the Environmental Sustainability Commission*

*C – Candidate Application for Environmental Sustainability Commission*

APPROVED AS TO FORM AND LEGALITY

  
CITY ATTORNEY'S OFFICE

TRACY CITY COUNCIL

RESOLUTION 2024-042

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AMENDING THE COUNCIL POLICY ESTABLISHING A SELECTION PROCESS FOR APPOINTMENTS TO CITY ADVISORY BODIES TO ALLOW THE FULL CITY COUNCIL TO INTERVIEW CANDIDATES AND MAKE INFORMAL RECOMMENDATIONS OF SPECIFIC CANDIDATES FOR THE MAYOR TO CONSIDER AS PROPOSED APPOINTEES, SUBJECT TO FINAL APPROVAL OF THE CITY COUNCIL

**WHEREAS**, the *Council Policy Establishing a Selection Process for Appointments to City Advisory Bodies* (Appointment Policy) sets forth the process by which vacancies on City committees, subcommittees, and commissions are filled; and

**WHEREAS**, the most recent version of the Appointment Policy was adopted on December 21, 2021, by the City Council through Resolution 2021-200; and

**WHEREAS**, under Government Code Section 40605, the elected mayor of a general law city solely has the authority to appoint, subject to council approval, to council committees, subcommittees, and commissions, as well as any regional bodies to which the council sends a delegate; and

**WHEREAS**, the selection process contained in the Council's Appointment Policy does not fully comply with Government Code Section 40605 as it states that the City Council appoints to a sub-committee to interview candidates and appoints, based on the recommendations of the sub-committee, and no explicit authority of the Mayor to propose appointments is noted; and

**WHEREAS**, on March 5, 2024, the City Council discussed options to align the Appointment Policy with Government Code Section 40605; and

**WHEREAS**, after discussion, the City Council directed staff to return with a proposed amendment to the Appointment Policy that would allow the full City Council to interview candidates, in open session at a regular or special meeting; and

**WHEREAS**, the City Council had not reached consensus on what the next steps would be after the Council interviews had been completed and asked staff to return with two options for the City Council's further deliberation and final selection; and

**WHEREAS**, the City Council deliberated further at its meeting on March 19, 2024 and finalized the option set forth herein; now, therefore, be it

**RESOLVED:** That the City Council of the City of Tracy hereby amends the Appointment Policy as set forth in **Exhibit A**, as amended, such that the full City Council shall interview candidates, in open session at a regular or special meeting, and upon completing the interviews,

shall make ~~final~~ informal recommendations of specific candidates for the Mayor to consider as proposed appointees; and be it

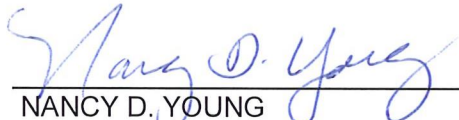
**FURTHER RESOLVED:** That the amended Appointment Policy shall become effective immediately upon adoption of this Resolution; and be it

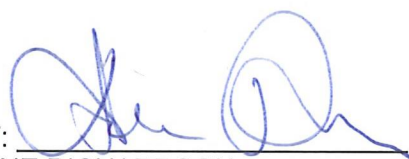
**FURTHER RESOLVED:** That the City Council authorizes the City Clerk to proceed with the process to fill vacancies as set forth in the newly amended Appointment Policy.

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The foregoing Resolution 2024-042 was adopted by the Tracy City Council on the 19th day of March 2024 by the following vote:

AYES:	COUNCIL MEMBERS:	ARRIOLA, BEDOLLA, EVANS, DAVIS
NOES:	COUNCIL MEMBERS:	YOUNG
ABSENT:	COUNCIL MEMBERS:	NONE
ABSTENTION:	COUNCIL MEMBERS:	NONE

  
\_\_\_\_\_  
NANCY D. YOUNG  
Mayor of the City of Tracy, California

  
\_\_\_\_\_  
ATTEST:  
ADRIANNE RICHARDSON  
City Clerk and Clerk of the Council of the  
City of Tracy, California



**COUNCIL POLICY ESTABLISHING A SELECTION PROCESS FOR APPOINTMENTS  
TO CITY ADVISORY BODIES**

**(Exhibit "A" to Resolution No. 2024-042)**

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**SECTION 1:            PURPOSE**

To establish a selection process for appointments to City advisory bodies including defining residency requirements, in accordance with Government Code sections 54970 et seq. This process acknowledges and is consistent with Government Code Section 40605, which requires that the elected mayor of a general law city solely has the authority to appoint, subject to council approval, to council committees, sub-committees, and commissions, as well as any regional bodies to which the council sends a delegate.

**SECTION 2:            SELECTION PROCESS FOR APPOINTEE BODIES**

- A. On or before December 31st of each year, the City Clerk shall prepare an appointment list of all regular and ongoing boards, commissions and committees that are appointed by the City Council of the City of Tracy. The list shall contain the following information:
1. A list of all appointee terms which will expire during the next calendar year, with the name of the incumbent appointee, the date of the appointment, the date the term expires and the necessary qualifications for the position.
  2. A list of all boards, commissions and committees whose members serve at the pleasure of the Council and the necessary qualifications of each position.
  3. The list of appointments shall be made available to the public for a reasonable fee that shall not exceed actual cost of production. The Tracy Public Library shall receive a copy of the list.
- B. Whenever a vacancy occurs in any board, commission or committee, whether due to expiration of an appointee's term, resignation, death, termination or other causes, a special notice shall be posted in the office of the City Clerk, The Tracy Public Library, the City website, and in other places as directed within twenty (20) days after the vacancy occurs. Final appointment to the board, commission or committee shall not be made by the City Council for at least ten (10) working days after the posting of the notice in the Clerk's office. If Council finds an emergency exists, the Council may fill the unscheduled vacancy immediately.
- C. Appointments shall be made for the remainder of the term created by the vacancy except as follows:
1. If appointee will fill an un-expired term with six months or less remaining, the appointment shall be deemed to be for the new term.



2. If the vacancy is filled by an emergency appointment the appointee shall serve only on an acting basis until the final appointment is made pursuant to section 2.
- D. The Council and Mayor shall use the following selection process to provide an equal opportunity for appointment to a board, commission or committee:
1. The full Council shall, in open session at a regular or special meeting, review applications, interview applicants and make ~~final-informal~~ recommendations of specific candidates for the Mayor to consider as proposed appointees for appointment to the board, commission or committee.
  2. Upon receiving the recommendations of the Council, the Mayor will propose an appointee to the board, commission or committee, which proposed appointee shall be approved or disapproved, by majority vote, of the Council. The Mayor ~~shall~~ may endeavor to propose appointees that are recommended by the Council, but the Mayor may propose alternate appointees pursuant to mayoral authority under Government Code 40605. ~~The alternates shall be chosen from the eligibility list, if it has been created pursuant to section 4 below.~~
  3. If the Council disapproves an appointee proposed by the Mayor, the Mayor shall propose an alternate appointee, which shall be either approved or disapproved by the Council, by majority vote. This process shall continue until all vacancies on the board, commission or committee are filled; the Mayor may elect to reopen the application process.
  4. If there are more qualified candidates than the number of current vacancies, the Council may establish an eligibility list that will be used to fill future vacancies that occur in the following twelve (12) months.
- E. An individual already serving on a City of Tracy board, committee or commission may not be appointed to serve on an additional City of Tracy board, committee, or commission concurrently.

### **SECTION 3:            DEFINITION OF RESIDENCY REQUIREMENTS**

- A. The following definitions shall be used to determine whether residency requirements are met for boards and commissions to which the Tracy City Council appoints members:
1. Tracy Planning Area means the geographical area defined in the City of Tracy General Plan and any amendments thereto.
  2. City of Tracy means within the city limits of the City of Tracy.
  3. Citizen means a resident of the City of Tracy.

4. Tracy School District means the geographical area served by the Tracy Unified School District.
  5. Sphere of Influence shall be the geographical area approved by the Local Agency Formation Commission (LAFCo) of San Joaquin County and any amendments thereto.
- B. Residency, as defined above and as set forth in the applicable bylaws for each board or commission, shall be verified annually by the City Clerk. The residency must be verifiable by any of the following means:
1. Voter registration,
  2. Current California Driver's License or Identification,
  3. Utility bill information (phone, water, cable, etc.),
  4. Federal or State tax returns.
- C. Members of boards or commissions shall notify the City Clerk in writing within thirty (30) days of any change in residency. If the change in residency results in the board member or commissioner no longer meeting the residency requirements, the member shall tender their resignation to the City Clerk who shall forward it to the City Council.

## **Suggested Environmental Sustainability Commission Interview Questions**

### **BACKGROUND**

The purpose of the Commission is to develop comprehensive, integrated environmental policies for implementation by the City to protect and enhance the City's air, water, and land.

As a Commissioner, you would be acting as an advocate for protecting, preserving, and enhancing the environment as it relates to issues under consideration by the City Council and Planning Commission.

The role of the Environmental Sustainability Commission is to provide citizen, youth, and community perspective and input on the development on emerging policy issues related to environmental sustainability, updates to the Climate Action Plan, and receive periodic progress reports from staff on meeting climate action goals.

1. Do you think the environment, economy and society all play a part in environmental sustainability? Why?
2. Please provide some examples of environmental sustainability.
3. How would you teach/share environmental sustainability practices or ideas to your peers or fellow community members?
4. What do you feel are the benefits of sustainability?
5. Please describe what you think needs to be done for the City of Tracy to design a sustainable future?
6. One of the top environmental problems facing the world is the challenge of natural resource use, what ideas can you share that would benefit the City of Tracy now and help preserve our resources in the future?
7. Buildings can have a big impact on energy use and carbon emissions. What suggestions would you share with your peers when it comes to potential building projects that may be presented to the Planning Commission?
8. How do you feel about making a decision for the overall good of the community that may be unpopular with neighbors, organizations or against what you believe in?
9. Why do you want to be a member of the Environmental Sustainability Commission?
10. How will you foster teamwork and cooperation among Commissioners? How would you handle a situation where a fellow commissioner is going beyond commission parameters?

# City of Tracy

## Commission Application

Please answer all questions and place N/A in those areas that do not apply. Please return your signed application to the City Clerk's office by **5:00 p.m. on Friday, December 20, 2024.** Should you have any questions please feel free to contact the City Clerk's Office at (209) 831-6101.

Commission Applying for: **Environmental Sustainability Commission**

Name: Shergill Gurdeep S  
Last First M.I.

Telephone: [REDACTED] [REDACTED]  
Daytime Evening

Address [REDACTED] 95376  
Street Zip

Email Address (Optional) \_\_\_\_\_

Do you reside within the Tracy City Limits? ☒ Yes ☐ No

Are you registered to vote at the above address? ☒ Yes ☐ No

If NO, explain why \_\_\_\_\_

Please provide proof of residency at the above address (***copy of utility bill [phone, water, cable, etc.], voter registration card, CA Driver's License or Identification, Federal or State Tax Return***)

Are you a current City of Tracy employee, official, contractor or vendor? No. If so, please explain. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Do you have relatives or members of your household who are current City of Tracy employees, officials, contractors or vendors? No. If so, please explain. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

How many meetings have you attended of the Environmental Sustainability Commission? Why did you attend the meeting(s) (i.e. personal interest, specific issue being addressed, etc.)

I have attended three. I have an interest in Enviromental sustainability and feel that it will be beneficial for our environment going forward.

\_\_\_\_\_

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List related educational background: San Joaquin Delta college-Associates in Arts

American Career College- Diagnostic Medical Ultrasound

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List your current occupation and related employment history: Transportation Manager-  
Schneider National-please see attached resume

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Why do you want to serve on the Environmental Sustainability Commission? \_\_\_\_\_

I want to serve on the Environmental Sustainability Commission because I am passionate  
about creating sustainable, resilient communities. I believe in the power of collaborative efforts  
to address environmental challenges, and I'm eager to contribute my skills and ideas to promote  
responsible resource management, energy efficiency, and long-term sustainability.

Discuss the most important contribution you feel you can make as a member of the  
Environmental Sustainability Commission. \_\_\_\_\_

I can contribute by leveraging my experience in project coordination and community engagement to  
drive practical, impactful sustainability initiatives. I aim to advocate for policies that promote energy  
efficiency, waste reduction, and sustainable resource management.

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Describe your involvement in community activities, volunteer and civic organizations: \_\_\_\_\_

I vounteer my time at both Sikh temples in the city of Tracy and advocate for Enviromenta-  
Sustainability.

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No

No

No I would not.

☒ I have attached optional additional materials (such as a resume, etc.)

Signature \_\_\_\_\_ Date 12-12-2024

# Gurdeep “Gary” Shergill

## Objective

Multilingual, detail-oriented dispatch professional with management experience and strong communication and problem-solving abilities, seeking a Public Safety Dispatch position to leverage my expertise in coordinating emergency responses, leading teams, ensuring safety, and providing exceptional service under pressure.

## Professional Experience

**Schneider National** (Livermore, CA)

September 2023- present

*Account and Driver Manager*

- Maintained 24/7 communication with drivers, vendors, and distribution centers to ensure seamless operations.
- Managed a team of 16-17 employees and 20-40 drivers, ensuring efficient coordination and performance.
- Optimized logistics by utilizing advanced routing, dispatching, and driver communication systems.
- Proactively addressed customer inquiries and resolved complaints, improving satisfaction and reducing response times.

**Run Road Line, Inc** (Manteca, CA)

March 2023- May 2023

*Dispatch Pod Supervisor*

- Directed and dispatched 15-20 drivers daily, ensuring timely and efficient deliveries.
- Maintained strong relationships with a diverse customer base, addressing needs and ensuring high satisfaction.
- Coordinated directly with customers, shippers, and receivers for prompt and accurate pick-ups and deliveries.

**Wings Century Trucking** (Oakland, CA)

Jan 2023- March 2023

*General Manager*

- Supervised daily import and export operations for containers at the Port of Oakland.
- Managed budgets and controlled expenses for financial efficiency.
- Ensured employee productivity and supported professional development.
- Coordinated and oversaw training for new employees to ensure operational readiness.
- Assessed and improved operational processes and financial performance.
- Ensured optimal staffing and organization to maximize performance and service delivery.

**J&S Drayage LLC** (Stockton, CA)

2021-2023

*General Manager*

- Managed fleet and employees to ensure efficient operations.
- Met profit and growth goals while maintaining safety, service quality, and cost control across locations.
- Developed and mentored high-performing employees, fostering a culture of excellence within the team.

**Frontier Transportation** (Tracy, CA)

2018- 2021

*Logistics Coordinator*

- Supervised the loading and offloading of trucks into shipping containers.
- Managed booking, routing, scheduling, and dispatching freight orders for smooth logistics.
- Streamlined sales strategies to retain clients while optimizing profit margins.
- Recruited a new carrier base, fostering growth and expanding business opportunities.
- Oversaw all pick-up routes and deliveries, prioritizing customer satisfaction and negotiating competitive rates.

**Gardner Trucking** (Manteca, CA)

2017 –2018

*Transportation Dispatcher*

- Liaised between the Ports of Oakland and Long Beach to ensure timely deliveries and resolve issues.
- Provided customer service by managing calls and emails and offering timely delivery updates.
- Maintained effective communication with drivers, vendors, and port personnel for smooth operations.



**Van Groningen & Sons (Manteca, CA)**

2015 –2017

*Transportation Coordinator/Dispatch*

- Handled customer service inquiries, providing delivery updates and estimated times.
- Acted as a liaison to ensure timely deliveries and resolve issues quickly.
- Maintained 24/7 communication with drivers, vendors, and distribution centers for efficient service.
- Improved routing and dispatch efficiencies using transportation systems and software.
- Assisted in auditing and processing invoices to ensure accuracy and timely payments.

**CH Robinson Worldwide Logistics (Monterey, CA and Phoenix, AZ)**

2013- 2015

*Buyer/Broker*

- Managed booking, routing, scheduling, and rate negotiation for freight orders, ensuring smooth dispatch operations.
- Provided 24/7 on-call support as the primary contact for freight orders.
- Built strong relationships with carriers to ensure timely and quality deliveries.
- Secured capacity for non-contracted freight, addressing logistical challenges efficiently.
- Completed documentation and reports with accuracy, optimizing operational efficiency.

**MGS Trucking Company (Tracy, CA)**

2003 to 2013

*Office Manager/Dispatcher/Owner*

- Expert in routing, scheduling, and dispatching over 33 drivers nationwide, ensuring on-time deliveries.
- Proactively resolved customer inquiries and complaints, improving satisfaction.
- Ensured compliance with DOT and DOL regulations, maintaining legal standards.
- Supported staffing efforts, including interviews, job offers, and reference checks.

**Education:**

*American Career College, Ontario, CA*

2006-2008

Diagnostic Medical Sonographer, Certificate

*San Joaquin Delta College, Stockton, CA*

2002-2005

General Education

**Skills/Qualifications:**

- Multilingual: Fluent in English, Punjabi, and Hindi.
- Expert in dispatching and logistics management for teams of 15-40 drivers, ensuring timely deliveries.
- Strong leadership and customer service skills, focusing on team development and client satisfaction.
- Proficient in optimizing operations, managing budgets, and ensuring DOT/DOL compliance.
- Experienced in building carrier relationships and providing 24/7 support for seamless logistics operations.
- Skilled in problem-solving and crisis management to ensure efficient and effective resolutions.
- Advanced proficiency in MS Office Suite (Word, Excel, PowerPoint, Outlook).