

CARRIE MCKELLIP

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Professional Summary

Dispatcher / HR Clerk with great customer support in high call volume environments. Exceptional computer and customer service skills. Organized, independent worker with strong time-management skills. Excellent at multi-tasking and working under pressure. Highly efficient in time-critical situations.

Skills

- Excellent communication skills
- Accurate and detailed
- Works well under pressure
- Employee recruitment
- New employee orientations
- TSA Certified
- MS Office proficient
- Professional phone skills
- Customer service-oriented
- Flexible / Dependable
- Pleasant demeanor
- Critical thinker
- Filing and data archiving

Work History

Dispatcher, 05/2011 to 10/2014

Medical Logistic Solutions – Centennial, CO

- Provided outstanding customer service.
- Accurately read, understood, and carried out written instructions.
- Communicated operational issues and changes to supervisor on regular basis.
- Provided an elevated customer experience to generate a loyal clientele.
- Efficient service provider with high levels of accuracy.
- Effectively managed a high-volume of inbound and outbound customer calls.
- Addressed and resolved customer product complaints empathetically and professionally.
- Gathered and verified all required customer information for tracking purposes.
- Prepared reports and communication for senior management and clients.
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service.

HR Clerk, 05/2011 to 10/2014

Medical Logistic Solutions – Centennial, CO

- Ordered and distributed office supplies while adhering to a fixed office budget.
- Opened and properly distributed incoming mail.
- Organized all new hire, security and temporary paperwork.
- Assisted with event planning, including associated travel and logistical arrangements.
- Completed data entry, tracked resumes and maintained the applicant tracking system.
- Compiled company information and related material and distributed it to candidates.
- Organized forms, made photocopies, filed records and prepared correspondence and reports.
- Conducted employment verifications and investigations.
- Facilitated the criminal background check process for new hires.

Professional House Cleaner, 06/2010 to 05/2011

The Cleaning Authority – Centennial, CO

- Politely assisted customers in person and via telephone.
- Washed and spot-cleaned files, desktops, office glass, partitions, doors and walls.
- Vacuumed rugs and carpeted areas in offices, lobbies and corridors.
- Accepted accountability for all assigned building keys, master keys and access cards.
- Used chemicals and other cleaning equipment in a proper, safe and responsible manner.
- Swept and washed all hard surface floors.

Education

Bachelor of Science: Human Resource Management, Current 2nd year

Colorado Technical University - Greenwood Village, CO

