

# Albert Rivera

## Dispatcher

Denver, CO 80210 | +1 720 541 4432 | [albertrivera88\\_ip4@indeedemail.com](mailto:albertrivera88_ip4@indeedemail.com)

## Work Experience

---

### Dispatcher

**PriorityOne Service Group** | Englewood, CO

July 2025 to Present

- Answer phone calls and emails to assist customers with requests for new service, updates on existing requests, or any other questions they may have.
- Schedule technicians for service, ensuring they are trained for the unit needing service
- Check out technicians after job completion to ensure all items needed for billing are obtained and schedule a return visit if job is not complete.

### Dispatcher

**Welch Equipment Company** | Denver, CO

March 2023 to June 2025

Answer all incoming calls for the Service department. Determine the customer's needs and create a service work order and/or transfer to the correct department for service of their issue(s)

Coordinate 35-60 technicians across 3 states to ensure customers receive the soonest and most efficient service possible

Ensure requests for service will be booked without issue by collect advance payment for COD customers and PO numbers customers on credit

Research status and provide ETAs for completion of ongoing repairs to provide Sales or customers with quick, complete, and efficient updates

Gather new customer information and connect them with Accounting and Sales teams to ensure excellent service for the customer and profitable business for the company going forward

Document Dispatch procedures for training and regulatory purposes

## **Dispatcher**

**Frontier Mechanical, Inc** | Englewood, CO

February 2021 to February 2023

- Received incoming internal and external service and bid requests via phone, email, or in-person.
- Performed customer service with both internal and external customers to address compliments and complaints, schedule service, answer billing questions, and research and review technician diagnoses and next steps in a friendly and professional manner.
- Communicated directly with property management companies (i.e. Direct Supply, Service Channel, Engineering Excellence, Johnson Northwest) to ensure all paperwork and scheduling requirements, check in/out processes, and updates are followed and submitted in a timely manner to allow for efficient billing of services performed.
- Scheduled service requests accordingly, taking into account mechanical trade, customer's urgency, issue/equipment needing repair, and technician availability to ensure the customer received service as efficiently as possible.
- Triageed multiple emergency requests on extreme temperature days to ensure life safety issues and loss of business or product were kept to a minimum, and all requests were addressed promptly.
- Communicated with technicians and service manager to ensure all work was completed in a proper manner, and, if incomplete, customer still had essential services (electrical, heating/cooling, plumbing, etc.) prior to technician departing site.
- Review technician notes and submitted paperwork to determine if customer requires bid for repair or replacement of plumbing, wiring, or equipment.
- Produce and submit bid proposals for repairs and minor replacements on accounts not already signed to a specific salesperson including: writing complete and thorough scope of work to be completed in proposal, contacting vendors for pricing and availability on parts, equipment, sub-contracted work, needed to complete proposal scope, applying proper profit margin, labor costs, and fees to calculate a total bid amount, and review entire proposal with service manager to ensure bid amount and scope are accurate
- Review submitted notes from technician for completion, clarity, spelling/grammar, and professionalism.
- Review submitted work order to ensure all materials and labor used are accounted for when invoicing.
- Perform orientation and technology training for new service technicians and office staff.

## **National Trainer - Operations and Service Delivery**

**2-10 Home Buyers Warranty** | Aurora, CO

March 2015 to June 2020

- Provided customer service by assessing customer needs and providing all options available within the purchased service agreement.
- Increased Customer Service department performance while acting as a supervisor by ensuring trained procedures were followed and coverage/dispatch decisions were made efficiently, resulting in an increased revenue of \$85,000.
- Trained 250 employees in all aspects of customer service including HVAC, plumbing, appliance, and electrical claims and systems, as well as basic customer service skills and systems.
- Created documentation, curriculum, and activities for training classes for both home office employees and out-of-state vendors.
- Traveled to out-of-state vendors to perform initial training classes and audit continuing education.
- Reviewed customer service phone calls and claims processed to ensure that all procedures were followed, accurate decisions were made regarding coverage, and customers were provided the highest level of customer service possible.
- Acted as a subject matter expert for coverage and process questions, ensuring that all questions were answered with the highest degree of accuracy.
- Reviewed all material created by the Training department for accuracy, spelling, punctuation, and grammar

## Writer

**Sic Asylum Productions** | Denver, CO

July 2007 to March 2015

- Interviewed artists in person, by e-mail, or by phone to entertain readers with a thorough account of the subject's views
- Critiqued albums, books, and films to inform readers and promote artists' current and upcoming releases
- Edited and reviewed other writers' articles to ensure proper grammar, spelling, and sentence structure

## Lead Customer Service Representative

**Boston Market** | Golden, CO

July 2012 to February 2015

- Supervised 3-8 employees to efficiently and effectively coordinate department and guest needs
- Trained 10 employees in all aspects of department processes to ensure company success for holiday season
- Documented numerous department procedures and policies for use in training company-wide
- Performed monthly quality assessments of 6 employees documented service requests to verify consistency and compliance with company policy and procedures
- Scheduled daily employee breaks and workload to ensure proper phone coverage for all incoming guest calls
- Reviewed catering agent calls on a weekly basis to ensure the highest level of customer service was provided to all guests
- Determined guests' needs based on event type, desired menu, and budget, and placed order that would satisfy all criteria best
- Documented restaurant guest complaints for further follow-up and resolution by Area Managers in order to retain loyal customers
- Documented catering guest complaints, coordinated resolution of issues, provided follow-up contact, and determined compensation for inconvenience, if necessary
- Assisted field level employees by providing information regarding policies and procedures, and determining the best solutions for problems affecting guest satisfaction

## Store Manager

**Suncoast Motion Picture Company** | Aurora, CO

September 1999 to June 2005

- Provided customer service by assessing customer needs and providing all options available in order to increase store sales by over \$1 million in 3 years
- Reduced shrink to 2% by strict adherence to loss prevention policies relating to both customers and employees
- Hired and trained all employees in order to provide a high level of customer service and satisfaction
- Operated cash register and audited all transactions to minimize shrink and increase profitability

## Education

---

### High School Diploma

Victor Valley High School | Victorville, CA

## Skills

---

**Computer skills** **Technical support** **Medical terminology** **Closing sales** **Call center** **Financial services** **Organizational skills** **Warehouse experience** **Vendor management** **Mentoring** **Teaching** **Active listening** **Mobile applications** **Operating systems** **Sales administration** **Phone communication** **Multitasking** **Materials handling** **Dispatching** **Filing** **Retail warehouse supervision experience** **Clerical experience** **Management** **Instant messaging app** **Data analysis**

skills   Transportation management systems   Lead generation   LMS   Face-to-face communication   Team development   Windows   Sales strategy   Conflict management   Contracts   Relationship management   Decision making   Shipping & receiving   Call center management   Telecommunication   Service writing   Customer communication   Order entry   Telemarketing   Presentation skills   Account management   OSHA   Cooking   Office management   Math   Microsoft Outlook   Computer operation   Salesforce   Client interaction at trade shows   Corporate accounting   GPS   Teamwork   Map reading   Text messaging   Forecasting   Mechanical knowledge   Live chat   Supervising   Experience   Direct selling   Logistics   Supervisor experience   Sales support   Hospitality   Customer service   Accounting software   Manager   Client rapport building   Basic math   Customer support ticket management   CRM software   Attention to detail   Interpersonal skills   Computer literacy   Office experience   Construction   Direct sales   Teaching math   Expense management   Upselling   Continuous improvement   Problem-solving   Forklift   Negotiation   Research   Analytical thinking   Inside sales   Desktop administration   Customer relationship management   Microsoft Powerpoint   Management reporting   Employee relationship building   Accounts payable   Individual consumer customer service   Administrative experience   Customer relationship building   CRM system proficiency   Business development   Adaptability   Critical thinking   Human resources management   Customer needs analysis   Succession planning   Product management   Retail sales   Time management   Customer data entry   Managing teams in a customer support role

## Languages

---

Spanish

## Certifications and Licenses

---

**Non-CDL Class C**

## Additional Information

---

Authorized to work in the US for any employer

Skills

Customer Service Microsoft Word Excel