

Aneechia Dixon Amos

Service Coordinator

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Professional Summary

An organized, detailed-oriented professional seeking position in the esteemed company where I can utilize my years of experience while offering dedication, leadership, teamwork, positive work ethic and cross-functional skills.

Authorized to work in the US for any employer

Work Experience

Service Coordinator/Parts Admin

Atlas Copco
June 2023 to Present

Service Administration - Secure purchase orders for service work and verify terms and conditions with customers. Open, maintain scheduled service orders in SAP and other systems including Invoicing. Order, track, follow up and expedite parts including creation of Vendor Purchase Orders. Assist with maintaining service plan orders with updating status for scheduling jobs based on parts movement.

Service Scheduling - Receive incoming calls for service breakdowns, service plan scheduling, tech support calls, and schedule field service jobs. Work with the Service Manager to coordinate the activities of the Service Department and Service Technician utilization. Serve as the information liaison between the Service Manager, Service Technicians, and customers. Manage and control work in progress.

Dispatch Supervisor

UPS-Houston, TX
October 2017 to May 2023

Customer Service Team Lead/Supervisor

AT&T
March 1998 to August 2017

Handle internal and external customer calls. Responsible for collections on active and past due accounts. Also provide simple explanation of customer charges and services.

Customer Service Representative:

- Handle internal and external customer calls. Responsible for dispatch of company technicians for customer resolutions and installation of new service

Executive Complaint Representative

- Responsible for handling of external complaints received by the customers and immediate resolutions

Peer to Peer Trainer

- Responsible for the second level of training for new hires in the customer service call center. Work side by side for training questions and compliance

Office of the VP/Director administrative assistant

- Responsible for handling direct escalations and troubleshooting handled at a director or VP level. Answer calls from external customers and run daily reports for time management and productivity

Education

Business (Associate of Arts)

Lone Star College System

2009

diploma

Eisenhower High School

1992

Skills

- English (10+ years)
- Microsoft Excel
- Computer skills
- Microsoft Office
- Communication skills (10+ years)
- Organizational skills (10+ years)
- Phone etiquette (10+ years)
- Warehouse management
- Filing
- Management
- Office experience
- Hospitality
- Sales Management
- Clerical experience
- SAP
- Office management
- Revenue Management (5 years)
- Phone answering

Languages

- English

Certifications and Licenses

Certified Notary Public

Additional Information

- A well organized, dedicated professional with over 18 years of experience in customer service and administration.
- Detailed and team oriented with commitment to follow through; major strength in organization, as well as verbal and written communication skills.
- Proven ability to multi-task and also effective when working with critical deadlines.
- Excellent teacher and customer service oriented, patient and effective when working with wide range of personalities and under pressure.
- Possess good critical thinking, inductive reasoning skills and a strong intellectual curiosity.
- Ability to perform detail-oriented work with a high degree of accuracy.
- Maintain awareness of factors impacting daily and long -term operations.
- Proficient in Word, Excel, Power Point, WFA, FORCE, ETRACS, CRM,