

Ashley Lussier

Brighton, CO 80601 | +1 720 552 0824 | ashleylussier2_kd4@indeedemail.com

Professional Summary

I am a fast learner, hard working, successfully work in a fast paced, multi-tasking environment, and I'm always dedicated to my job. I'm looking for something that is more than just a day to day job, but something that has meaning and can be a lifetime career. I'm looking for that permanent place, and that permanent company I can work for, for the rest of my career.

Work Experience

Dispatcher

AMR | Arvada, CO

September 2025 to March 2026

Taking 911 calls and dispatching services as needed.

Scheduling and coordinating inter facilities transfers from hospitals to nursing homes, rehabs, or homes.

Scheduling and coordinating calls for patients going into facilities for treatments, surgeries, appointments.

Working within several 3rd - party applications at once to respond to additional 911 calls coming in or additional patients in need of services.

Coordinating EMT crews to arrive to calls on time or for immediate assistance.

Coordinating EMT crews to work events such as parades, games, races, etc.

Service Coordinator

Welch Equipment | Denver, CO

March 2025 to September 2025

Coordinating all units in the warehouse that needed service or repairs from the rental department, field technicians, or customers. Maintaining all work orders and service being done by the technicians. Creating and maintaining all po's for parts being ordered per unit. Coordinating all transportation of units going to or coming from customers or other facilities. Taking payments when needed.

Customer Relations Specialist, HVAC Coordinator, Inside Sales Representative

Jim Needham Heating Cooling Plumbing and Drains | Thornton, CO

August 2023 to January 2025

In July 2024, I transitioned to the inside sales specialist within the company. With this role, I had to not only create the position for the company but also the process in which the inside sales specialist would be responsible for and the process for the position.

In accepting this position, I had to also create a process for the technicians to follow when estimates were left for projects that customers did not move forward with while the technicians were on site. Each technician that doesn't close a job with a sale, they are responsible for debriefing with me on how the call went from their prospective, what the objections were that the customer gave as to why they didn't move forward with the project, and what the expectations are as far as following up with the customer.

The following day, I begin with calling each customer for a "happy check/ feedback survey" asking them how their experience was, what they thought of the technicians and how from their prospective the visit went. At this point I can confirm if an estimate was not only created, but provided to the customer and the customer received it. If they didn't, send the estimate(s) to the customer and confirm they receive it. From there I can hear their reasons for why they didn't move forward with the project during the visit. This may be price objections, a conversation about apples to apples, questions, concerns, assisting with any financial questions or options, if they were just looking for cost for a potential future project, or if they simply were just not interested in wanting to have work completed.

After determining the objections, I either close the call and move onto the next if they aren't intested at all. Or i begin the process of providing value behind what we offer, or seeing if we need to adjust equipment offered, if we need to see if cost can come down at all by discounts, or looking into what they received from other companies to do a like for like option.

Once I can get the customer on board with a purchase, I walk them through the purchasing options. Whether it be cash/card, or walking them through the financing options, which at times means I'm actually filling out the financing applications for them, and following that process on their behalf.

Once a project is sold and signed for, I then schedule the job with the customer for either the technician who was first out to complete the work, or for an install teamto completethe install. Then I order the equipment/parts needed for the job pending what the project is.

Although I was a CSR. My main focus was to outbound. I would "cold" call customers in our system, to schedule calls with our HVAC, plumbing, and/ or Drain department. My main focus was to try and schedule HVAC calls as that department was newer than the rest. After a short time, I was then tasked with scheduling plumbing calls, which eventually lead to outbounding for all departments.

I would cold call people who have never used our company before, and I would cold call customers who had used us in the past, even if it was just for an estimate. I would leave voice-mails if possible, and I send them either emails or texts, or both if I did not reach them. Or if they answered, and that moment it wasn't a good time to talk, or schedule a call, I would send them an email with the information, so when they did have time or there was a problem, they had our information available to call us.

I made notes in the system of every person I talked to, if I left a message, sent a text, or an email. I left a note of what I was reaching out to them for. And if they've asked me to reach back out to them the next day, week, month, spring, etc, I would put that in those notes also. As well as, adding them to my own list that I have separately of when they would asked me to call them back, so they didn't get forgotten for that call back.

When the phones are busy, I did answer incoming calls.

I found out if we've service them in the past or not, either bring up their existing account or create a new account for them.

I found out the issue, answered any questions they may have had at that time that I was able to answer, and I would schedule a call for one of our highly trained technicians to come out and see what the issue was, and if able, and if work was approved by an estimate provided to them before any work was ever done, they'd fix it right then and there.

We use Service Titan as our software program for all work.

I would create the calls under the correct departments, with the correct job type. Enter in the notes of the call, for what the technician was going out for. I put any important or key notes in this area as well. Plus, adding any and all "tags" to the call itself that would help the dispatchers know what's going on with that call. IE (no heat, no cool, active leak, ages of units of that will be looked at, the priority of which the call is, etc)

At times, if calls are needing to be rescheduled for any reason, I would reach out to those customers, apologize for the inconvenience, and try to get them to rescheduled for another day. At times that was not easy, and they were upset, but most times if we explained what was going on and show empathy for them on having to rearrange their schedule again, they were understanding. But once they were rescheduled, I would add a rescheduled Tag to the call, to let the dispatchers know that they had already been moved, and to avoid doing it again as much as possible.

If a call came in for a customer that may have questions for the technicians, I would take those questions down, enter

Dispatcher/Customer Service

Mighty Plumbing & Heating | Brighton, CO

February 2023 to June 2023

Primarily hvac dispatcher, however, more times than not I also dispatch or handle calls for the plumbing side of things as well.

On a daily basis, my responsibilities are creating the schedules for each of my technicians, and placing calls on them as requested. And more times than not, rearranging the schedule to allow for new calls, last minute cancelations, reschedules on the customers end, or delayed calls because a repair is needed and will take longer than the call is scheduled for. The calls range from consultations for new equipment (a/c units, furnaces, mini splits, water heaters, etc) to demand calls for repairs, issues, maintenance, 1st start ups of the season, etc) anything ranging for a low priority call to no heats or no cool, no hot water, no water, active leaks etc as emergency calls.

Each morning handling any last minute call outs from technicians that had jobs on them that need to be either rescheduled or put on another technician if the schedule allowed for it.

Each morning calling and texting the customers to confirm their arrival windows. Rescheduling any calls that may have needed it on our end or the customers end. At the end of each day calling and texting the customers for the next day to confirm arrival windows. Making sure the calls were entered correctly and the techs know what the job is.

Dispatching each technician to each of their jobs, and having a debrief after each job they were previously at before dispatching them to their next.

Staying in constant contact with the customers of that day to let them know where their appt is looking to fall for time.

Taking calls from New customers to get someone out there for whatever their needs are.

I am used a lot to defuse a situation where a customer may be upset with either a late arrival, needing to reschedule or something else they may be upset by.

- Managed client records
- Set up client appointments
- Performed customer service surveys
- Answered general questions
- Answered calls from customers
- Resolved customer information and complaints
- Responsible for tracking and maintaining inventory

Dispatcher/Customer Service

Chambers Mechanical Inc | Brighton, CO

September 2022 to December 2022

Receiving calls from customers needing service via emails or phone calls. Calls range for normal services during business hrs, to emergency calls needing work done immediately or after hrs, to scheduling calls for maintenance to be done.

Controlling the scheduling for the techs on a daily basis of who is going where, when, and planning the schedule for the upcoming days, as well as, rearranging the schedule if emergency calls are received and need to be done asap.

Keeping up with jobs that are needing to be returned to for more work, parts needing to be ordered, or multiple techs needing to be on site to complete the job.

I am in constant contact with the customers on what the status of their jobs are, when we plan on returning, letting them know what we may be waiting on, answering any and all questions they may have about the job.

I order parts, provide PO's for the techs to order parts for themselves, or use to pick up parts locally, as well as enter in all of the PO information into the database. I check in all the parts that are delivered to the office, put the corresponding information needed on them, have them organized and scheduled to go out to be installed for job completion.

Keeping track of all the technicians in a day of where they are, how they're doing, and making sure they are entering in all the notes needed for the job, and making sure they provide all needed information if a job needs to be quoted.

- Resolved customer issues
- Greeted customers
- Booked appointments for clients
- Worked in the inbound call center
- Collected and documented orders
- Responded to inquiries and issues
- Inventoried spreadsheets

Dispatcher

Myriad Fleet (Amazon) | Thornton, CO

August 2020 to September 2022

I started with the company as a delivery driver, and in April of 2021 I was moved to running dispatch for the company 5 days a week.

As a dispatcher, I work on the computer all day, everyday. This requires extreme multitasking skills. Being able to talk on the phone with management, or other delivery associates while they are on route. Resolving issues that may be with a delivery address, customer information, packages themselves, the or the equipment that the associates use daily while out on the road, whether it's their work phones having service issues, charging issues, connectivity issues, or issues with their delivery vans. If the associates are behind or starting to fall behind on their delivery times, it is also apart of my responsibilities to dispatch a fellow driver to them, to pick up apart of that route and deliver, to insure all packages are being delivered on the day they're scheduled to be delivered. On a daily basis, I am working with 35-45 associates and coordinating what they need to do in their day and resolving any and all problems that arise in the day.

While being a delivery driver duties included;

Arriving to work on time. Doing a walk around of the vehicle to look for any damages, check all fluids, maintenance, etc. Load itinerary into the work phone, scan all packages into the system, load all packages into the van, then load itinerary for delivery route. Once my packages are delivered, meet up with another driver who is running behind and pick up their packages, add to my itinerary, load the packages, delivery these packages. And continue on until everyone is finished, or until I get the ok to return to the station to park the van, and return any packages that may not have been delivered.

Activities Assistant

Inglenook at Brighton | Brighton, CO

May 2020 to August 2020

I started here as a QMAP, and quickly progressed in that area. Then the Activities department opened up, and now I help our residents in our memory care unit stay active and busy with activities of memory, physical movements, recollection, etc. I also help our assisted living residents and our independent residents with activities along the same lines. Keeping them engaging, and socializing as much as possible especially with all that's currently going on with Covid-19.

Event Services Technician

Adams County Colorado | Brighton, CO

July 2019 to May 2020

Maintain all buildings on the grounds, this also includes the 4 barns as well. Cleaning all parts of the buildings. Cleaning up trash from buildings, barns, arenas, bathrooms, and any event going on in the parking lots. Being aware of the events we have going on and coming up. Setting up for each event in a timely manner per what the event wants. This can include anything and everything from setting up any and all tables needed for guests, head tables, food tables, DJ, etc. Setting out chairs for the number of guests that will be in attendance. Putting up the stages where they wish it to be, dressing it with the right size stage skirts. Putting the pipe and drapes up behind the stage. Placing trash cans out for the event. If bars are being used, that they get put into the correct places. Wiping down all tables and chairs after set up to insure they are all ready to go for the event to finish their set up and decorations before their event. Always making your presence known to the party, so if they have any questions or concerns they can come to us and we can take care of them in a timely fashion. During the event, keeping up with trash, constantly taking it out and refilling with clean trash bags. Cleaning up any messes or spills. Refilling anything in the bathrooms that may be running low or short, while maintaining the cleanliness of them throughout the event. After event is over, clean up begins. Finishing with all the trash. Cleaning any spills or messes that may be known of. Breaking down the set up. Stacking all chairs. Breaking down all tables. Either rolling them back into the storage of the dome or placing them on the table racks and putting them away where they go. Pushing all chairs back to their appropriate storage areas. Dry sweeping all the floors. Mopping up any messes now seen. Then scrubbing the floors with the big scrubbers. Or if the event is in a carpeted room, vacuum after tear down is complete. Then getting the area ready again for the next event. If there are no events to set up for or clean up from, this is the time we use to clean all the nooks and otherwise not prioritized areas. Window seals, blinds, door frames, outside the buildings (power wash walls), grab the big scrubber and scrub the cement outside of the entry ways. Clean up all ash trays, and cigarette butts around buildings. Deep cleaning the insides of the buildings, and kitchens. Repairing any chairs that may be missing screws. Cleaning all chairs. Removing gum from all chairs and tables. When not working in the buildings or an event maintenance and cleaning of the grounds itself is a major task. Keeping all of the pavilions, parks, and parking lots clean of trash, and debris. Keeping up with the grass, bushes, trees, etc.

Teachers Assistance

Primrose School of Vista Ridge | Erie, CO

May 2019 to July 2019

I am a teacher for 8 babies that range from ages 6weeks to 1 year depending where they are developmentally. Every minute of every day consists of making sure every baby is taken care of and is getting what they need. Everything from giving them their bottles multiple times a day, teaching them how to hold it themselves, introducing baby foods and solid foods into their diets. Introducing utensils, having them hold them, and have them learn how to feed themselves. Changing their diapers multiple times a day. Putting them down for their naps. Introducing curriculum into their days. Shapes, colors, sounds, objects, etc. Focusing on reading, socializing, and arts.

Hub Driver

AutoZone | Northglenn, CO

June 2018 to May 2019

I drove a company vehicle to all surrounding stores dropping of parts they have ordered 3 times a day. I put the returns away we received back. I worked as a cashier helping customers in the store as well. Keeping things clean, organized, and in order.

Life Insurance Agent

American Income Life | Aurora, CO

February 2018 to June 2018

Currently work for a life insurance only company where we work off of paid for leads and any referrals we collect from sitting down with our potential or existing clients. Cold call leads to try and set up an appointment. Deliver no cost benefits to union and association members, then show them the programs they could enroll in if interested and eligible. Same if sitting down with a referred client. If it's an existing policy holder show them what they already have and try to fill in any gaps that they may have. Answer any and all questions.

Commission only no base salary.

Greeter/Clerical

Adams County | Brighton, CO

November 2017 to February 2018

As the Greeter, I greet the public as they arrive. I direct them to any location of the building they may be trying to get to besides the DMV. I find out what they are in need of so I can print them a ticket for the correct category they need to be in to be helped. I accept any drop off titles, or mortgage mail companies or dealers may need to have processed and place them in their proper locations. I stuff the registrations that are paid for via mail or online and make sure the number on the registration corresponds with that of the sticker they are receiving.

As the Clerical, I collect all titles and security agreements that are received throughout the day, check them individually for any errors that may need to be corrected before sending to the state to be processed as well as put them in numerical order for batching to follow. Once all titles and security agreements have been collected and put in order I have to log them, and calculate how many were done in that day. I am responsible for the "batching" of titles from prior business days to separate them into the categories they fall in and into the batches they need to be in to send to state for processing. If any titles are rejected from the state, they are sent back to us, once received I have to enter in all of the titles sent back with the title number, name of the person(company) it is registered to, with the make, body, and year of the vehicle, and the error that needs to be corrected for resubmitting. I also log in any mortgage mail we receive into the doc tracking system, then pass out to the technicians to have processed. I collect and gather any and all license plates that have been turned back in, log them into the system than package them up to be sent to state to have destroyed. I am also responsible for collecting letters sent to the DVM from companies providing us with the names of their employees who are authorized to complete any motor vehicle services they may need. After collecting these letters I have to input each company into the Master Spread sheet with the name of the company, names of the agents authorized, the date signed, signed by whom, telephone/fax number if provided, and the date they are being entered into the system. If the company is already existent in the system I have to update it with the most recent information. Once everything has been entered, I have to file each letter away in the corresponding files.

Driver and Service Greeter

Johnson Auto Plaza | Brighton, CO

June 2016 to October 2017

I greet customers who bring their vehicles in for services, answer phones, bring vehicles up to customers after they're finished, and primarily drive customers home or to work etc once they've dropped their cars off and pick customers up to bring them back once their cars or finished.

Veterinary Nurse

Mountain Ridge Animal Hospital | Lafayette, CO

November 2015 to April 2016

While working here, I was a room technician, a surgery technician, the treatment nurse and ran labs (Cytologies, bloodwork, U/A, etc). When there were hospitalized patients the treatment nurse on that day, myself included, would be responsible for monitoring the patients, giving any meds that were needed at the times needed, check TPR, etc. Cleaned and organized the hospital as well as the boarding facility. When there were boarders, we rotated days on who walked, fed, medicated and cared for these pets. I did blood draws, placed catheters, took X-rays, assisted in ultrasounds. We had a therapeutic laser for clients that I would perform on them. We had a hydro tank for them to use, I would go in with the pets and monitor their exercise and abilities.

Veterinary Technician

Adams County Animal Shelter | Brighton, CO

June 2015 to October 2015

Responsibilities

Assisting in surgery, getting medications ready, pre op and post op care of animals, vaccinations, microchips etc. going through the shelter giving meds to all animals on medications, reviewing animals to make sure they look ok, starting on meds if needed, putting animals on the vet list to have the vet look at animals if needed. Cleaning and organizing the clinic and recovery suite.

Accomplishments

Helping get the clinic and recovery room rearranged, cleaned and organized like the doctor wanted.

Skills Used

Blood draws, inductions on my own or with help, intubations on my own, running cytologies and other misc labs, coming up with the dosages and dosing out medications the doctor wants an animal to be on.

Veterinary Technician

Every Creature Counts | Fort Lupton, CO

July 2014 to May 2015

Responsibilities

Come in at 6:30am, get everything set up for the days surgery, chloroquine solutions, scrubs, prep tables, surgery tables. Check in surgery patients from 7-7:30 am. Go over all paperwork w/ clients, nail trims, vaccines, microchips, pain medications, e-collars etc. from 7:30-8:30 fill out paperwork with pre-anesthesia drug dosages, pain medication dosages, induction drug dosages, draw up all of the medications needed for the day. Get the vaccinations needed for the day drawn up, microchip paperwork drawn up. From 8:30-9 am went through and did the pre surgical exams on all the patients having surgeries that day, giving them their pre-anesthesia injections. Then from 9-3pm worked through the surgery list, working off 2 tables, having the doctor bounce between the 2 tables all day. After 3pm did any rechecks on shelter animals that needed to be done and then cleaned the clinic. Vacuum, mop, scrub tables, scrub and clean et tubes and instruments, wrap packs, drapes, and gauze. Make sure all drips are logged and locked up as needed.

Veterinary Technician

Arvada Vet Hospital | Arvada, CO

February 2014 to June 2014

Responsibilities

Checking patients and clients in for surgery and exams. Assisting in placing catheters, blood draws, et tubes. Running lab work. Preparing medications, nail trims, vaccinations, microchips, etc.

Technical Support

CCI Careers | Boulder, CO

June 2013 to February 2014

Responsibilities

Providing customer service and technical support for clients with apple products. Answering phones, working with computers and software to resolve any and all issues the customer was experiencing.

Cashier/Customer Service

Kohls | Brighton, CO

September 2012 to January 2013

Responsibilities

Customer Service, Greeting customers, checking customers out, soliciting holst cards, organizing, cleaning, helping customers and other co workers

Veterinary Technician

Every Creature Counts | Fort Lupton, CO

November 2011 to November 2012

Responsibilities

Come in at 6:30am, get everything set up for the days surgery, chloroquine solutions, scrubs, prep tables, surgery tables. Check in surgery patients from 7-7:30 am. Go over all paperwork w/ clients, nail trims, vaccines, microchips, pain medications, e-collars etc. from 7:30-8:30 fill out paperwork with pre-anesthesia drug dosages, pain medication dosages, induction drug dosages, draw up all of the medications needed for the day. Get the vaccinations needed for the day drawn up, microchip paperwork drawn up. From 8:30-9 am went through and did the pre surgical exams on all the patients having surgeries that day, giving them their pre-anesthesia injections. Then from 9-3pm worked through the surgery list, working off 2 tables, having the doctor bounce between the 2 tables all day. After 3pm did any rechecks on shelter animals that needed to be done and then cleaned the clinic. Vacuum, mop, scrub tables, scrub and clean et tubes and instruments, wrap packs, drapes, and gauze. Make sure all drips are logged and locked up as needed.

Veterinary Technician

Maxfund Wellness Center | Denver, CO

February 2011 to November 2011

Responsibilities

Prep surgery animals, monitor during surgery, post of care, cleaning instruments, cleaning all surgery appliances, wrap packs, check clients into rooms for doctors, vaccines, nail trims, cleaning wounds, restraining, blood draws, cystos, running bloodwork, fecals, urinalysis, cleaning clinics, taking care of clinic animals, feeding, watering, cleaning cages, giving meds, etc.

Education

Veterinary Medicine (Certification)

Pima Medical Institute | Denver, CO

September 2008 to August 2009

General Studies (High School Diploma)

Brighton Collegiate High School | Brighton, CO

August 2004 to May 2008

Upper secondary education

Skills

Animal Care Databases Time management Forklift Phone etiquette Customer support
Veterinary Technician Experience Veterinary Assistant Conflict management Sales negotiation
Computer-aided dispatch (CAD) software Dispatching OSHA Salesforce Microsoft Outlook
Continuous improvement Closing sales Record management systems (RMS) Mechanical
knowledge Interpersonal skills Technical sales Animal Handling Sales Medical terminology
Customer service Call center experience First aid Organizational skills Filing Achieving
sales targets Banking Cash register Microsoft Word Customer communication Part sourcing
Title Processing Event logistics coordination Empathy Transportation management systems
Transcription Attention to detail Accounting Emergency communication Conducting sales calls
Radio communication systems Logistics customer service Medical imaging Teamwork HVAC
CRM system proficiency Memory Care Inventory tracking Accounting software Microsoft Office
Operations management QuickBooks Driving Phone communication Administrative experience
Service Technician Experience Service writing Receiving shipments Customer retention Dementia

Care Bookkeeping Cold calling Life Insurance Infant Care Trade show lead generation Written communication Plumbing Teaching Supplier management Logistics Laboratory experience Industrial equipment Patient interaction Experience Administering Injections Data entry Emergency dispatch systems (law enforcement) Windows Vital signs Typing GIS Schedule management Clerical experience Oil & gas

Certifications and Licenses

CPR Certification

First Aid Certification

Driver's License

EMD

November 2025 to November 2027

Emd certification for 911 calls

Life Insurance

March 2018 to March 2020

Basic First Aid certificate

Additional Information

Authorized to work in the US for any employer