

Chelzi Gonzales

Lakewood, CO 80227

chelzi.gonzales@gmail.com

+17204158744

Willing to relocate to: Golden, CO - Lakewood, CO

Authorized to work in the US for any employer

Work Experience

Dispatcher/Customer Service

Heart HVAC-Denver, CO

June 2025 to Present

- Receive incoming service calls
- Schedule service appointments and dispatch technicians to job sites.
- Coordinating schedules.
- Dispatching technicians.
- Assist with other administrative tasks as needed.

Office Assistant/Dispatcher

The Cooler Company-Denver, CO

June 2022 to June 2025

- Scheduling and dispatching: Scheduling and dispatching HVAC service, maintenance, and installation teams. Managing a daily and weekly dispatch board to ensure technicians are efficiently scheduled.
- Logistical support: Monitoring technician progress and providing them with necessary information, such as work orders, customer history, and parts needs. Optimizing routes and scheduling to maximize efficiency and minimize downtime.
- Administrative duties: Maintaining accurate customer records, updating dispatching software, and managing service and maintenance schedules. Invoicing completed jobs and handling reports.

Senior Customer Service Representatives

Enterprise Holdings-Denver, CO

May 2019 to May 2022

(airport)- Denver Colorado

Meet and greet customers in a friendly and timely manner. Provide a high level of customer service by assisting customers and assessing their rental needs • Understand and communicate rental terms and conditions, vehicle features and other services • Provide directions and general assistance • Process returns, check-ins and exit kiosk transactions.

Education

General Studies of Art (Associate)

Midland College-Midland, TX

June 2013 to May 2016

Midland Senior High School

August 2009 to May 2014

Skills

- Accounts Payable
- Microsoft Word
- Computer operation
- Written communication
- Computer skills
- Schedule management
- Service Titan
- Phone customer support
- QuickBooks
- Payroll
- Call Center
- Customer service
- Data entry
- Accounts Receivable
- Microsoft Excel
- Dispatching
- HVAC
- Data collection
- Multi-line phone systems
- Appointment scheduling
- Microsoft Office
- Microsoft Outlook
- Outbound calling
- Front desk
- Administrative experience
- Office experience
- Organizational skills

Certifications and Licenses

Driver's License