

Deandra Sanchez

Office Manager/Dispatch Manager/Safety Coordinator

Mead, CO 80542

dsanchez_21@aol.com

7209990017

Seeking a position with a company that promotes professional growth and advancement and that can utilize my excellent project management, problem-solving, and organizational skills.

Even if I do not have the experience in which one is seeking. I am a quick learner and always excel at what I do.

Willing to relocate to: N Las Vegas, NV

Authorized to work in the US for any employer

Work Experience

Dispatcher/Customer Service Representative

DNI - Mead, CO

May 2019 to March 2020

Excellent customer service * Schedule service calls * Dispatch service technicians * Invoice jobs and bill customers * Enter in time and commissions for payroll * Train new hires * Filing * Data entry * Complete any other tasks given

Office Manager/Dispatch Manager/Safety Coordinator

Save Home Heat - Boulder, CO

September 2015 to May 2019

* Manage service department and call center * Invoice jobs and bill customers * Enter in time and commissions for payroll * Filing * Data entry * Complete any other tasks given * Scan documents * Order parts when needed * Trained new hires on office protocol, processes, and telephone customer service etiquette * Excellent customer service, listened to all customer concerns, resolved any complaints * Dispatched service technicians, plumbers, electricians, installers and advisors * Invoiced and reviewed all jobs and billed customers when needed * Hold weekly training meetings * Oversee customer service scheduling * Create Preventative Maintenance agreements for customers * Assist with A/P & A/R and Human Resources * Administrative duties * Received and prioritized calls and complaints * Complete investigations for workman's comp.
* Created MSDS manuals for each company van * Hold safety training meetings for MSDS * Hold preventative safety training per OSHA regulations when injuries would occur on the job

Service Coordinator

Smith and Willis Heating & Air - Commerce City, CO

June 2014 to May 2015

* Excellent customer service * Schedule service calls * Dispatch service technicians * Invoice jobs and bill customers * Enter in time and commissions for payroll * Filing * Data entry * Complete any other tasks given

Dispatcher/Customer Service

Rogers and Sons Inc - Denver, CO

November 2013 to June 2014

* Excellent customer service * Schedule service calls * Dispatch service technicians * Data entry * Scan documents * Order parts when needed * Complete other tasks as needed

Dispatch Manager

Smith and Willis Heating & Air - Commerce City, CO

November 2012 to September 2013

* Assistant service manager * Excellent customer service * Schedule service calls * Dispatch service technicians * Invoice jobs and bill customers * Enter in time and commissions for payroll * Train new hires * Filing * Data entry * Complete any other tasks given

Dispatch manager

Cooper Heating & Cooling - Broomfield, CO

November 2010 to April 2012

Broomfield CO 11/2010-04/2012 * Scheduled service order calls for technicians, plumbers, electricians and other team members * Trained new hires on office protocol, processes, and telephone customer service etiquette * Excellent customer service, listened to all customer concerns, resolved any complaints * Dispatched service technicians, plumbers, electricians, installers and advisors * Invoiced and reviewed all jobs and billed customers when needed * Entered employee's hours and commissions for payroll * Held weekly training meetings * Requested permits for departments. Call in for inspections when needed * Trained new hires for office/call taking * Oversaw customer service scheduling * Completed on-call schedule for monthly rotation * Create Preventative Maintenance agreements for customers * Assisted with A/P & A/R and Human Resources * Administrative duties * Created invoices and recommendation forms * Assistant to Electrical Manager * Filled in for service manager

Dispatcher / Office Manager

Coffman and Companies - Wheat Ridge, CO

March 2006 to January 2010

* Administrative assistant to the electrical manager * Over saw the electrical department scheduling of service calls * Received and prioritized calls and complaints * Complete weekly time cards for payroll * Dispatch and Schedule 14 service technicians * Ordered service parts for van stock and warehouse stock from vendors * Trained new employees for call center duties * Provide excellent customer service

Quality Assurance Clerk

FedEx Ground - Henderson, CO

April 2004 to March 2006

* Data entry (AS400-Dall), * Managed 8 employees in the quality assurance department.
* Completed damaged package reports.
* Created and printed new bar code labels for packages that were not legible.
* Completed hazmat reports when there were hazmat spills, locate packages and made address corrections when needed.
* Excellent customer service

Education

High school diploma in Business Management

Front Range Community College Westminster, CO

March 2005 to January 2006

Skills

- Safety
- Microsoft office (5 years)
- Successware21 (9 years)
- Service titan (2 years)
- M.O.S.T. (2 years)
- Quick Books (Less than 1 year)
- Sales Experience (2 years)
- Customer Service (10+ years)
- Microsoft Excel (5 years)
- English
- Microsoft Word (6 years)
- Office Management (5 years)
- Quality Assurance
- Accounts Receivable (1 year)
- Accounts Payable (1 year)
- Management (6 years)

Assessments

Work Style: Conscientiousness — Expert

March 2020

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: https://share.indeedassessments.com/share_to_profile/59545b5c7cf6ed7d9bea04adf9a67179eed53dc074545cb7

Customer Focus & Orientation — Highly Proficient

March 2020

Responding to customer situations with sensitivity.

Full results: <https://share.indeedassessments.com/attempts/97e0a185da38a2ad668148eb478e9c2deed53dc074545cb7>

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Strong verbal, personal communication skills, decision making and critical thinking.

Self-motivated, initiative, maintain a high level of energy. Accuracy and Attention to details.
Tolerant and flexible, adjusts to different situations. Organization and prioritization skills.
Problem analysis, use of judgment and ability to solve problems efficiently.