Haley Campbell

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Professional Summary

Highly organized and customer-focused professional with over two years of experience in the HVAC industry. Skilled in administrative support, scheduling, dispatching, and client relations. Knowledgeable in HVAC and plumbing operations with proficiency in industry-standard software, including ServiceTitan, Housecall Pro, QuickBooks, and Microsoft 365. Kno n for excellent communication skills, strong work ethic, and a team-oriented attitude. Eager to learn, grow, and take on new challenges.

Work Experience

Dispatcher / Office Manager

Right Away Heating & Air Conditioning – Denver, CO

February 2023 – Present

- Dispatch technicians efficiently based on availability and location

- Batch invoices and ensure timely billing and payment processing

- Handle customer service calls and inquiries with professionalism

- Oversee daily office operations and support technicians as needed

Cashier

Lowe's Home Improvement – Thornton, CO

March 2021 – November 2023

- Operated cash register, handled payments, and provided excellent customer service

- Assisted customers with locating products and placing special orders

- Maintained a clean and organized checkout area

Server

Cracker Barrel – Northglenn, CO

April 2020 – September 2021

- Took customer orders and ensured a positive dining experience

- Managed multiple tables in a fast-paced environment

- Maintained cleanliness and followed food safety guidelines

Education

Horizon High School

High School Diploma

August 2018 – May 2022

Certifications & Licenses

- CPR Certification

- Driver's License

Skills

- HVAC Sales & Management

- Customer Support & Dispatching

- Office Management & Administrative Tasks

- Microsoft Outlook, ServiceTitan, Housecall Pro, QuickBooks

- Phone Etiquette, Typing, Time Management

- Multi-line Phone Systems

- Communication & Interpersonal Skills

- Data Entry & Transportation Management Systems