

Jessica Fowden

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Professional Summary

Highly organized and dependable Office & Operations Manager with 15+ years of customer service and management experience, and 10+ years in administrative and office operations. Known for strong communication skills, effective problem-solving, and the ability to thrive in fast-paced environments. Skilled in team leadership, scheduling, customer relations, dispatching, and process organization.

Key Qualifications

- 15+ years of customer service experience
- 15+ years of management and leadership experience
- 10+ years of office/administrative operations
- Quick learner with strong interpersonal and communication skills
- Extremely organized, dependable, and punctual
- Strong problem-solving and conflict-resolution abilities
- Experienced in scheduling, dispatching, and workflow coordination
- Proficient with Microsoft Office Suite
- Team-oriented with the ability to work independently

Professional Experience

Anchor Air Conditioning — Office & Operations Manager

May 2018 – Present | Tampa, FL (Remote since 2019)

- Oversee daily company operations and workflow for a team of 10 employees.
- Manage scheduling, dispatching, payroll, HR duties, and administrative functions.
- Handle marketing, advertising campaigns, and social media management.
- Coordinate commercial and health insurance, renewals, and compliance.
- Complete permitting requirements for HVAC jobs across multiple jurisdictions.
- Manage inventory, vendor relations, and equipment ordering.

- Conduct customer service support, estimates, and sales of new HVAC equipment.
- Hire, train, and onboard new administrative employees.
- Perform bank deposits and light custodial duties as needed.

Peninsular Plumbing — Dispatcher / Front Desk

June 2014 – May 2018 | Tampa, FL

- Scheduled and dispatched a team of 5 technicians for daily service calls.
- Managed incoming calls, customer inquiries, and front-desk communication.
- Performed clerical duties including filing, data entry, and documentation.
- Managed social media and assisted with marketing efforts.
- Completed permitting and administrative tasks to support field operations.

Education

Granite Hills High School — Diploma (2005)

El Cajon, CA

References

Brian Romano, Supervisor — (813) 516-6084

Richard Van de Waarsenburg, Peer — (813) 244-8210