

# JESSIE DOCKINS

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I am a dependable worker with knowledge of customer service, data entry, and records management. I consider myself a highly organized and self-motivated personality, with excellent communication and interpersonal skills. I demonstrate the ability to prioritize tasks and meet deadlines that work within a company's vision.

## Skills

- Team Collaboration
- Customer Service
- Written Communication
- Coordinating schedules
- Communicating with clients
- Multitasking capabilities
- Time management
- Computer proficiency
- Schedule Coordination
- Understanding Customer Needs
- Calm and Professional Under Pressure
- Appointment Scheduling
- Excellent communication
- Telephone etiquette
- Relationship building

## Experience

### Service Writer

#### **FAST TRACK AUTO REPAIR, Fort Collins, CO**

*September 2023 - Present*

- Answers phone calls from potential customers to schedule appointments for services or parts sales.
- Creates repair orders based on customer needs and concerns, dispatching orders to proper technicians.
- Demonstrated ability to effectively communicate with customers and colleagues in a professional manner.
- Exhibited proficiency in using computer systems for data entry.
- Performs cashiering duties such as taking payments from customers for services rendered.
- Greets customers upon arrival at the facility and answer's questions regarding their vehicles' repair concerns and maintenance history.
- Reviews work orders for completeness and accuracy prior to customer billing.

### Cashier

#### **PARTY CITY , Ft.Collins, CO**

*August 2022 - October 2022*

- Operated cash register and accurately processed payments, returns, and exchanges.
- Maintained cleanliness of the checkout area by cleaning counters, shelves and windows.
- Demonstrated excellent customer service skills while interacting with customers in a friendly manner.
- Built and maintained positive working relationships with co-workers.
- Provided excellent customer service by greeting customers and offering assistance.
- Helped restock shelves when necessary to maintain an organized display area.
- Accurately processed customer payments using cash, credit cards, and checks.

- Managed large amounts of cash accurately during busy hours in a fast-paced environment.

## **Certifications**

- Phlebotomist 1 Training