

Katie Pemberton

Accountable, reliable employee I'm a fast learner and a hard worker

Thornton, CO 80233

pembertonk208_kuo@indeedemail.com

+1 720 908 9330

I work well with others, I encourage team members to excel at/on current projects or tasks. I'm also a self-motivator able to perform all job duties on my own.

Enjoy new challenges and love learning job skills.

Authorized to work in the US for any employer

Work Experience

Dispatcher/Customer Service Representative

Grey Line Tours - Commerce City, CO

June 2016 to March 2021

My position as a dispatcher included;

1. Scheduling drivers, routes, and vehicle for their daily trips.
2. Communicated with drivers, customers and Vendors.
3. Assessed weather conditions, driving conditions, road closures, accidents.
4. Responsible for making sure there was a backup driver/ vehicle in case of an accident or an emergency/ issue that may arise with a vehicle or personnel.
5. Sold tours to customers and placed the trip orders.
6. Complied with CDOT regulations made sure my drivers we're able to drive had enough hours left for driving or enough downtime in between trips before another driving route.
7. Handled all customer complaints appropriately and in a timely manner.
8. Maintain good rapport with customers vendors co-workers and management.

Education

2 years of college in Business

Front Range Community College - Westminster, CO

August 2003 to May 2005

Skills

- Fast learner, hard worker, reliable, accountable, professional and enjoyable to work with. (10+ years)
- Customer service

Assessments

Customer service — Expert

May 2021

Identifying and resolving common customer issues

Full results: [Expert](#)

Written communication — Proficient

May 2021

Best practices for writing, including grammar, style, clarity, and brevity

Full results: [Proficient](#)

Memorization — Highly Proficient

May 2021

Committing product or merchandise information to memory and recalling it at a later time

Full results: [Highly Proficient](#)

Customer service — Expert

May 2021

Identifying and resolving common customer issues

Full results: [Expert](#)

Work style: Reliability — Highly Proficient

August 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Highly Proficient](#)

Customer focus & orientation — Expert

May 2021

Responding to customer situations with sensitivity

Full results: [Expert](#)

Attention to detail — Highly Proficient

February 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

Sales skills — Proficient

May 2021

Influencing and negotiating with customers

Full results: [Proficient](#)

Scheduling — Proficient

January 2022

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Proficient](#)

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