

Kelly Porter

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Customer Service Representative

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Gobi Heat - Fort Collins, CO
September 2021 to February 2022

Dealt with customers via phone, email via Georgias, and chat. Took orders, helped with missing orders in Shopify and Shipedge, or defective items. Used Slack to communicate with other team members.

Dispatcher

zTrip - Fort Collins, CO
September 2018 to March 2020

Dispatched Non Emergency Medical Transportation (NEMT) taxi rides for customers in the Boulder/Longmont area or Fort Collins/Greeley area via phone and computer software. Dispatched the drivers either through the phone or texting computer program. Also managed and updated each drivers' daily trip manifest.

Manager

Apple Creek Apartments - Stillwater, OK
November 2005 to February 2008

- Leasing operations including credit checks, lease signing, cleaning and maintenance scheduling, make-readies, create monthly newsletter and welcome prospective residents
- Purchasing, check deposits, run weekly and other management reports using Yardi software.
- Manage petty cash, assist with entering annual budget in financial system
- Promoted to Manager in 2007 with responsibilities in interviewing and hiring new employees and approval of time sheets

Dispatcher/Load Specialist

Qwest Communications - Denver, CO
February 2000 to January 2002

Dispatched outside technicians and central office technicians for a variety of phone lines and services, including DSL, ISDN, Hi-Capacity, Fiber, residential and business.

Education

High school or equivalent

Skills

- Microsoft Office (10+ years)
- 10-Key (10+ years)
- Typing (10+ years)
- Receptionist (3 years)
- Customer Service (10+ years)
- Management Experience
- Property Leasing (2 years)
- Property Management (2 years)
- Yardi (2 years)
- Phone etiquette
- Office Management
- Administrative Experience
- Microsoft Excel
- Microsoft Word
- Communication skills
- Time management
- Microsoft Outlook
- Dispatching
- Computer skills
- Data entry
- Clerical Experience
- Live Chat
- Research

Assessments

Customer service — Proficient

January 2021

Identifying and resolving common customer issues

Full results: [Proficient](#)

Customer focus & orientation — Highly Proficient

January 2021

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Written communication — Highly Proficient

July 2018

Measures a candidate's ability to convey written information using proper grammar rules.

Full results: [Highly Proficient](#)

Filing & organization — Highly Proficient

September 2020

Arranging and managing information or materials using a set of rules.

Full results: [Highly Proficient](#)

Data entry: Accuracy — Highly Proficient

September 2020

Entering data quickly and accurately

Full results: [Highly Proficient](#)

Work style: Reliability — Proficient

October 2020

Tendency to be dependable and come to work

Full results: [Proficient](#)

Data entry: Attention to detail — Expert

January 2021

Maintaining data integrity by detecting errors

Full results: [Expert](#)

Attention to detail — Proficient

August 2020

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

Full results: [Proficient](#)

Call center customer service — Highly Proficient

August 2020

Applying customer service skills in a call center setting.

Full results: [Highly Proficient](#)

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

Additional Information

- Extensive customer service skills, with experience providing customer service with an average of 200 inbound calls daily
- Excellent reception and clerical skills including professional telephone mannerisms, answering multi-line phone systems, ten-key and ability to type 60-70 WPM
- Experience with accounts receivable, accounts payable and general ledgers

- Prioritize service calls and dispatch technicians to resolve service needs
- Microsoft Office
- Reliable hard-working professional, with excellent organizational skills and attention to detail. Ability to work independently or as part of a team.