

# Kimberly Gomez

Thornton, CO 80241

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## Work Experience

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### **Front Office Supervisor/Dispatch**

Delintz - Brighton, CO

May 2021 to Present

Answer phones, scheduling, dispatch, A/R, Quickbooks, word, excel.

One big accomplish cleaned up A/R back from beginning of the year to current.

### **Senior Credit Manager**

Nation Credit Care - Westminster, CO

September 2018 to May 2021

Update clients on credit, collections, sales, inbound outbound calls.

Always Top Three for collecting the most money for the month and assisting the most clients.

### **Assistant Marketing Manager Metro Construction**

yes - Denver, CO

January 2017 to September 2018

- Manage call center, setting appointments
  - Managing all appointments for Customer/Solar Sales roofing sales reps and confirming all appointments.
- Dispatching Sales reps day of appointments.
- Training new Solar Sales Representatives, new appointment setters
  - Running Finance for customer
  - Schedule for Engineer to take on the project
  - All administrative duties, keeping organized files, copying, scanning.
  - Recruiting new Employees
  - covering phones for the main office

Dish - Thornton, CO

November 2004 to April 2014

Resource Center Support /Training Support June 2006

### **Manager on Duty Support Bridging**

Dish

July 2012 to July 2012

2011

### **Expert Coach Level II**

November 2008 to August 2010

## **Associate Coach Level I**

July 2006 to November 2008

## **Customer Service/Technical Support CSR level II**

February 2005 to July 2006

## **Customer Service CSR level I**

November 2004 to February 2005

- Supervised teams of Customer Service/Retention/Outbound Representatives in a call center environment
- Coached my team of agents to be the in the top 10 teams in the enterprise for being above goal for Production Minutes, ASA, AHT, Repeat Calls, Hold Time, and ACW/Wrap up
- Handled inbound/outbound customer service calls such as sales, technical, billing, promotions,
- Handled highly escalated customer calls to resolve the problems.

## Education

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### **GED**

Thomas Jefferson high school

## Skills

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- Digital Marketing
- Customer Service
- Google Analytics
- Salesforce
- English
- Typing
- Time management
- Microsoft Excel
- Administrative experience
- Microsoft Powerpoint

## Additional Information

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- Good team player and multitasking capabilities.
- Fast-learner and dedicated in delivering team success.
- Proven initiative and ability to work with minimal supervision.

### Qualifications

- All administrative duties, filing, copies, sending out bulk emails of important updates.
- Very organized Verbal and written communication skills.
- Microsoft Word, Outlook, Excel, Power Point.
- Real-Time and Historical Reporting KPIs

- Payroll on Kronos systems
- Pro-Quest course completed
- Effective Feedback course completed
- Conflict Management course completed
- Interviewing/Hiring course completed
- Effective Leadership course completed
- Situational Leadership course completed