

# Marie Armenta

## **Dispatcher/CSR**

Broomfield, CO 80020

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## Professional Summary

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AquaHot

CSR

Receiving phone calls from technicians and customers to troubleshoot Aqua hot system

October 2024-Current

Save Home Heat

Dispatcher/CSR

Schedule technicians to go to all jobs for HVAC, plumbing and electric. Receive and make calls to all customers, update Service Titan, receive and make invoices jobs as needed.

March 2024-May 2024

Dispatcher

June 2016-June 2018

Design Center Blinds

- Scheduling Manager

Schedule all technicians to go to the subdivisions to measure and install all window fittings for homes, order all window fittings, communicate with all Supervisors, both in the field and with the home builders, inspect all product for accuracy, also have open communication with the home owners.

Authorized to work in the US for any employer

## Work Experience

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### **Dispatcher**

MXN Global Logistics-Broomfield, CO

February 2021 to October 2023

Dispatch multiple drivers throughout the multiple states, input orders, inbound and outbound calls, customer service and any additional assistance

### **CSR - Customer Service Representative**

Blue Sky Plumbing, Heating & Air-Wheat Ridge, CO

November 2021 to January 2022

Receive all incoming calls, booking calls in Service Titan, respond to all emails and podium calls

### **Dispatcher**

Arnold Machinery Company-Phoenix, AZ

January 2020 to July 2021

Dispatcher, customer service

### **Dispatcher/Customer Service**

Rooter 2000-Tempe, AZ

June 2019 to January 2021

To take and schedule all incoming calls, dispatching all technicians to the jobs in a timely manner. Following up with all customers and technicians, accounts receivable, accounts payable, receiving calls and dispatching after hours and on weekends.

### **Maintenance Coordinator**

Real Property Management

January 2012 to June 2016

Receiving all maintenance calls and putting into system for approvals and scheduling, receiving all payables, accounts payable, contacting owners for approvals of work to be done, calling tenants to schedule work, working directly with vendors to get work done and receiving and paying of vendor invoices, working with all the Leasing Agents to get bids for vacant properties.

### **Customer Service Representative/ Dispatcher/Scheduler Dates**

Marc's Glass, LLC-Phoenix, AZ

November 2010 to October 2012

Scheduling/Dispatching-Job Scheduling for 8 installers and 2 estimators which includes coordination with customers, Drivers Logs, Monthly review of all on going jobs

Ordering- Placing and tracking all orders with suppliers

Customer Service Representative Includes but not limited to Sales, Answering. incoming phone calls, quoting prices, on call dispatching, call backs on non sales.

### **Dispatch / Office Manager**

ABC Plumbing & Rooter-Chandler, AZ

November 2010 to November 2010

to November 2010

Scheduling/Dispatching - Job scheduling for 6 technicians Customer Service - Sales, scheduling coordination, price quoting Accounting - invoicing

## Education

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### **High school or equivalent**

## Skills

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- Office management
- Data entry
- Property Management
- Salesforce
- Customer service
- Accounts Receivable
- Computer skills
- inventory

- Management
- Help desk
- E-commerce
- Accounting software
- Property management
- Accounts payable
- Accounts Payable
- Sage
- Conflict management
- Microsoft Excel
- Google Docs
- Dispatching
- IT
- Order fulfillment
- Order entry
- Customer support
- Microsoft Outlook
- Quickbooks
- Cash handling
- Payroll
- Clerical experience
- Office Management
- Supply chain
- Property leasing
- HVAC
- Plumbing
- Front desk
- Accounting
- Medical terminology
- Microsoft Office
- Communication skills
- Leadership
- Driving
- Filing
- Cash register
- Writing skills
- Bookkeeping
- English
- Customer relationship management
- Phone etiquette

- QuickBooks
- Accounts receivable
- Materials management
- Property Leasing
- Clerical Experience

## Certifications and Licenses

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**Marie Armenta**

**CPR Certification**

**Driver's License**