

# Pamela Severns

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## EXPERIENCE

### **Mr. Rooter Plumbing, Dispatcher**

Dec 2019 - Nov 2021

As a dispatcher at Mr. Rooter Plumbing I would arrive at 6am to check all email and voicemail related plumbing service requests, contacting the customer to schedule a technician to come out to service the issue with urgency a priority as well as keeping company revenue in mind. I would contact our Plumbing technicians starting at 8am in order to have the technician arrive on site to his/her first service request by 9am. All customers would be contacted by myself or another dispatcher before the plumber would be dispatched to the location to ensure the service could be performed. I would work closely with all technicians throughout the day in order to provide purchase orders numbers as well as payment for all service parts and add to the customer record for payment at the end of all services provided. Throughout the day as requests were made we would rearrange the jobs schedule due to priority if need be I would contact the customer to reschedule for the next service day.

### **AMERICAN DISPOSAL SERVICES, Dispatcher**

Dec 2013 - Dec 2019

As a dispatch supervisor I would arrive in the morning at 6am check-in with all trash route drivers, making sure that all drivers were on schedule to start their trash route at 7am for the first pick up. I was dispatching 35 drivers out of the yard including front load rear load and roll off services. I would work closely with our operation manager throughout the day to make sure all routes were covered and no service for a customer was missed. I would overlook one other dispatcher as we communicated with the route driver throughout the day on any and all customer accountable notions as to if the customer was not out, trash picked up to customer had items that we bulk and needed to be paid for be for service was provided. The dispatcher and I would check-in all paperwork throughout the day from all drivers to make sure all dump tickets and fuel receipts were present and attached to paperwork properly as we would do all data entry into the system Tower.

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## EDUCATION

High school

Aug 2000 - Dec 2004

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## REFERENCES

Contact: (720) 434-4484

Relationship: Supervised me

**Ricardo Ramirez**

Contact: (303) 286-1200

Relationship: Supervised me

**Tom Cray**

Contact: (703) 368-0500

Relationship: Supervised me

**Jeannie Beal**