

APRIL COWEN

SERVICE COORDINATOR



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720-979-5842



Denver, CO 80221

PROFESSIONAL SUMMARY

Organized and detail-oriented, bringing strong skills in coordinating services and managing schedules. Demonstrates proficiency in communication, problem-solving, and resource allocation to ensure timely and accurate completion of tasks. Dedicated to maintaining order and achieving results with minimal errors, showing solid work ethic. Seeking role of Service Coordinator, offering relevant knowledge and skills to excel in this position.

EXPERIENCE

Welch Equipment - Service Coordinator

05/2024 - Present

- Receive maintenance & repair requests through a variety of channels: online, phone calls, e-mails, face-to-face, sales workforce, etc.
- Open scheduled maintenance & repair orders according to system & customer requirements, including but not limited to, selecting correct bill-to's & ship to's, securing POs prior to technician dispatch, knowledge of any customer 'open-PO', 'Not-to-Exceed', 'Estimate required' thresholds and requirements.
- With each repair request, work to gather as much information from the customer about symptoms and/or characteristics, visible or un-visible behavior of the customers equipment, causing the request for repair. Identify if the machine is down, or unsafe to operate, and the impact on the customers' productivity. Helping to establish prioritization of technician assignment & dispatching.
- Continuous review of the dispatch board and demonstrating an understanding for flexibility and the need for constant re-prioritization of call assignments & dispatching.
- Manage and review technician time entries for accuracy related to payroll requirements, work-order & accounting cost and invoicing requirements, using proper protocols & processes to execute any necessary changes or adjustments.
- Through system and other process controls and functionality, by working with warranty and other company resources, help achieve OEM safety and product improvement campaign objectives and deadlines.
- Work efficiently and expeditiously with the Shared Services billing & portal team personnel relative to portal invoice variances or rejections, work to keep kickbacks and rejections to very low levels.
- Understand and follow all company employment, safety, accounting and operational policies.

EDUCATION

BUENO HEP CENTER

CO • 01/2005

GED

NORTH HIGH SCHOOL

CO • 01/1991

North High School

SKILLS

- Class accuracy in blood draws
- Microsoft Word
- Excel
- Outlook
- 10 key by touch
- Quipware
- ADP

Crown Lift Trucks - Sales Coordinator

08/2021 - 05/2024

- Process orders, monitor inventories, initiate/track delivery, and invoice for new equipment, used equipment, and warehouse products.
- Maintain complete files on all orders.
- Approve and code vendor invoices for payment. Handle vendor payment inquiries.
- Communicate and process all required leasing documents.
- Monitor Company forklift fleet inventories.
- Process credits and re-invoice equipment when necessary.
- Track warranty registration and complete warranty installation.
- Generate required reports.
- Order supplies and sales literature.
- Assist other departments as needed.

Medix - Covid Tester

Denver, CO • 04/2021 - 06/2021

- Customer service
- Performed Covid Testing (Nasal and Saliva tests)

Aerotek - Customer Service

Aurora • 02/2021 - 04/2021

- Dispatching
- Creating new work tickets for drivers.
- Communication with customers on delays or issues with appointment times.
- Communicate with drivers of all appointments. Updating throughout the day of any changes to the schedule regarding new or cancelled appointments.

Connections Staffing and Training - Data Entry

Thornton, CO • 02/2020 - 01/2021

- Customer service
- Tracking and booking freight on airlines
- Follow up on pick-up and delivery bookings

Navajo Trucking - Customer Service Representative

Denver, CO • 07/2019 - 02/2020

- Freight pick-ups and deliveries
- Communication with customers on delays or issues
- Communicate with drivers and planners to ensure on time delivery

Ace Express Coaches/Bustang - Dispatcher-Call Center

Golden, CO • 11/2015 - 05/2016

- Answer all incoming calls
- Route schedules
- Problem solving
- Maintain and update route stops, schedules rules and regulations

Ace Express Coaches/Bustang - Dispatch Supervisor

Golden, CO • 05/2016 - 10/2018

- Research and reconcile departmental reports
- Any activities of dispatch hiring, training, performance appraisals and terminations etc.

Ace Express Coaches/Bustang - Sales Representative

Golden, CO • 10/2018 - 01/2019

- Customer service via phones, emails, quotes and invoices etc.
- Maintain all quote documents with accurate pricing and configurations
- Promote new business

Idaho Pacific - Office Manager

Center, CO • 06/2008 - 08/2015

- Oversee all office operations
- Prepare bank deposits and account reconcile accounts
- Calculate and report payroll hours to corporate office
- Drug screen paperwork
- Daily reports on inventory and production

Idaho Pacific - Office assistant/Receptionist

Center, CO • 06/2006 - 06/2008

- Answer and route all incoming calls
- Process bills of lading and scale tickets

Idaho Pacific - Shipping/Quality Assurance/Bagger Lead/Forklift Operator/Bagger

Center, CO • 01/2003 - 06/2006

REFERENCES**Kristen Love-Zamarripa**

Early Childhood Mental Health Consultant

719-992-4380

Tim Ruggles

Plant Manager Idaho Pacific

719-588-3416

John Lee

Operations Manager

970-405-4151