

Brachie Hibbs

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Professional Summary

Dynamic professional with 3+ years of dispatch experience coordinating service calls at Mr Rooter Plumbing. Proven in managing schedules, routing requests, and effective client communication. Strong background in tenant relations and administrative operations, proficient in Microsoft Office, ensuring efficient and organized operations in fast-paced environments.

Work Experience

Office Administrator/Dispatcher

Mr Rooter Plumbing | Denver, CO

March 2023 to May 2026

- Coordinated and dispatched plumbing technicians efficiently based on urgency, location, and skillset to optimize service delivery
- Managed high-volume inbound and outbound communications, scheduling appointments and providing timely updates to customers
- Maintained and monitored daily dispatch schedules, adjusting assignments for emergency requests and workload balance
- Created, reviewed, and processed service work orders, invoices, and customer documentation with accuracy
- Entered and maintained customer records, job details, service histories, and billing information using company software
- Tracked technician productivity and service performance metrics to support operational efficiency
- Coordinated emergency and after-hours service requests, prioritizing urgent plumbing issues
- Assisted with accounts receivable functions including invoice generation, payment processing, and collections follow-up
- Generated reports on service calls, technician schedules, customer satisfaction, and operational performance
- Supported payroll administration by reviewing technician timecards and attendance records
- Utilized dispatching, scheduling, accounting, and CRM software to streamline operations and improve customer service
- Acted as primary contact between customers, technicians, vendors, and management ensuring seamless communication
- Identified and resolved scheduling conflicts and operational challenges in a fast-paced environment
- Maintained professionalism and confidentiality handling sensitive customer and company information

Assistant Property Manager/Property Manager
All County Summit Property Management | Lakewood, CO

July 2024 to October 2025

- Assisted in the daily management and operations of residential and/or commercial properties, ensuring tenant satisfaction and property performance.
- Served as a primary point of contact for tenants, responding to inquiries, resolving concerns, and providing exceptional customer service.
- Coordinated maintenance requests, work orders, vendor services, and property inspections to ensure timely completion and quality results.
- Assisted with leasing activities, including scheduling property tours, processing applications, preparing lease agreements, and onboarding new residents.
- Managed tenant records, lease documentation, correspondence, and property files while maintaining accuracy and confidentiality.
- Collected rent payments, monitored delinquent accounts, prepared notices, and assisted with collections in accordance with company policies.
- Conducted move-in and move-out inspections, documenting property conditions and coordinating necessary repairs or cleaning services.
- Supported budgeting and financial operations by processing invoices, tracking expenses, and assisting with monthly financial reporting.
- Coordinated communication between residents, maintenance teams, contractors, vendors, and property management staff.
- Assisted in enforcing community rules, lease agreements, and property policies while maintaining positive tenant relationships.
- Maintained occupancy records, resident databases, and property management software systems.
- Scheduled and coordinated vendor services, property improvements, preventative maintenance, and capital projects.
- Prepared reports related to occupancy, leasing activity, maintenance performance, and resident concerns for management review.
- Assisted with marketing initiatives, resident retention programs, and community events to enhance resident satisfaction and occupancy rates.
- Ensured compliance with fair housing regulations, company policies, safety standards, and local property management requirements.
- Supported property managers with administrative duties, special projects, and operational improvements to enhance efficiency.
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Telemarketing Confirmation Sales Manager

Kohler Co. | Centennial, CO

December 2021 to March 2023

- Directed daily operations of the call center, overseeing customer service representatives, appointment setters, and lead generation specialists.
- Managed, trained, coached, and evaluated team members to ensure consistent achievement of performance goals and customer service standards.
- Developed and implemented strategies to increase lead generation, appointment-setting rates, customer retention, and overall sales performance.
- Monitored key performance indicators (KPIs), including call volume, conversion rates, booking percentages, customer satisfaction scores, and employee productivity.
- Oversaw scheduling and workforce management to ensure adequate staffing levels and optimal call center performance.
- Established quality assurance procedures and conducted call reviews to improve customer interactions, sales effectiveness, and service quality.
- Coordinated closely with sales representatives, project managers, installers, and office staff to ensure seamless communication and project scheduling.
- Managed escalated customer concerns, service complaints, and complex issues, providing effective resolutions and maintaining customer satisfaction.
- Analyzed operational data and generated detailed reports for executive leadership regarding team performance, sales opportunities, and business growth.
- Recruited, onboarded, and trained new employees on company procedures, CRM systems, customer service expectations, and sales techniques.
- Implemented process improvements that enhanced operational efficiency, reduced scheduling errors, and improved customer experience.
- Oversaw CRM database management, ensuring accurate tracking of customer information, lead status, appointments, and project updates.
- Collaborated with marketing teams to maximize lead conversion from advertising campaigns, referrals, and inbound inquiries.
- Developed employee incentive programs, performance goals, and coaching initiatives to drive team engagement and productivity.
- Maintained compliance with company policies, customer privacy standards, and industry regulations.
- Fostered a positive, results-driven work environment focused on teamwork, accountability, and continuous improvement.
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Bartender

Teds Montana Grill | Lakewood, CO

June 2020 to December 2021

- Delivered exceptional guest service in a high-volume fine dining environment while maintaining professionalism, attention to detail, and hospitality standards.
- Prepared and served premium cocktails, wine, beer, and non-alcoholic beverages according to established recipes and presentation standards.
- Demonstrated extensive knowledge of spirits, wine varietals, craft cocktails, and food pairings to enhance the guest dining experience.
- Provided personalized beverage recommendations based on guest preferences, menu selections, and dietary considerations.
- Maintained a clean, organized, and fully stocked bar while adhering to health, safety, and sanitation regulations.
- Managed bar inventory, monitored stock levels, and assisted with ordering, receiving, and rotating products to minimize waste.
- Accurately processed cash, credit card, and point-of-sale (POS) transactions while balancing cash drawers and maintaining financial accountability.
- Collaborated closely with servers, kitchen staff, and management to ensure seamless service and guest satisfaction.
- Executed multiple drink orders simultaneously while maintaining consistency, accuracy, and quality standards during peak service periods.
- Ensured compliance with alcohol service regulations by verifying identification and practicing responsible beverage service.
- Handled guest concerns and special requests promptly and professionally, contributing to positive dining experiences and repeat business.
- Assisted with opening and closing duties, including inventory counts, bar setup, cleaning procedures, and end-of-shift reconciliation.
- Built strong rapport with guests through attentive service, creating a welcoming and memorable dining atmosphere.
- Maintained comprehensive knowledge of seasonal menus, specialty cocktails, wine lists, and restaurant promotions.
- Supported private events, banquets, and special dining experiences by providing customized beverage service and hospitality.
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Bartender

Matchbox Vintage Pizza Bistro | Washington, DC

September 2017 to March 2020

- Provided exceptional customer service by creating a welcoming dining experience and building positive relationships with guests.
- Prepared and served alcoholic and non-alcoholic beverages while ensuring consistency, quality, and compliance with responsible alcohol service regulations.
- Took food and beverage orders accurately, communicated special requests to kitchen staff, and ensured timely delivery of meals and drinks.
- Demonstrated extensive menu knowledge, including food ingredients, beverage offerings, daily specials, and pairing recommendations.
- Managed multiple tables and bar guests simultaneously in a fast-paced environment while maintaining high service standards.
- Upsold menu items, premium beverages, desserts, and specials to increase guest satisfaction and restaurant revenue.
- Processed cash, credit card, and POS transactions accurately while balancing receipts and maintaining accountability.
- Monitored guest needs throughout their dining experience, proactively addressing requests and resolving concerns professionally.
- Collaborated with bartenders, servers, hosts, kitchen staff, and management to ensure efficient operations and seamless service.
- Maintained cleanliness and organization of dining areas, bar stations, service stations, and workspaces in accordance with health and safety standards.
- Assisted with opening and closing procedures, including stocking supplies, preparing service areas, completing side work, and reconciling sales.
- Verified guest identification and adhered to all local and state alcohol service laws and company policies.
- Handled high-volume service periods effectively while maintaining accuracy, attention to detail, and a positive attitude.
- Trained and mentored new team members on service standards, POS systems, menu knowledge, and customer service expectations.
- Managed guest complaints and service issues professionally, ensuring prompt resolution and a positive dining experience.
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Bartender/Trainer

Choice Hotels / Clarion | Hot Springs, AR

September 2015 to June 2017

- Supervised daily bar operations, ensuring exceptional customer service, beverage quality, and compliance with company standards.
- Trained, coached, and mentored new bartenders and service staff on mixology, POS systems, customer service, and responsible alcohol service.
- Managed bar inventory, ordering, and product control to minimize waste and maintain adequate stock levels.
- Developed staff schedules, delegated responsibilities, and monitored team performance to ensure efficient operations.
- Resolved guest concerns professionally while maintaining a positive dining experience and high customer satisfaction.
- Increased beverage sales through staff training, upselling techniques, and product knowledge development.
- Conducted opening and closing procedures, cash reconciliation, and daily sales reporting with accuracy and accountability.
- Coordinating room service food and beverage reservations and requests.

Telemarketing Sales Manager / Property Management

ELITE EXTERIORS | Hot Spring County, AR

January 2015 to April 2017

- Managed and supervised a team of telemarketing representatives responsible for generating residential and commercial roofing leads through outbound calling campaigns.
- Developed and implemented lead generation strategies to increase appointment-setting rates, sales opportunities, and overall revenue growth.
- Recruited, trained, coached, and mentored telemarketing staff on sales techniques, objection handling, customer engagement, and company services.
- Monitored daily call activity, performance metrics, and conversion rates to ensure team members consistently met or exceeded established goals.
- Created call scripts, training materials, and quality assurance standards to improve customer interactions and lead qualification processes.
- Scheduled and coordinated roofing inspections, estimates, and consultations for sales representatives and project managers.
- Maintained and updated customer information, lead databases, and CRM systems to ensure accurate tracking and reporting.
- Conducted regular performance reviews, provided constructive feedback, and implemented coaching plans to improve employee productivity.
- Managed inbound and outbound customer communications, addressing inquiries, concerns, and appointment requests professionally.
- Collaborated with sales and operations teams to ensure smooth handoff of qualified leads and maximize appointment-to-sale conversion rates.
- Analyzed campaign results, call reports, and key performance indicators (KPIs) to identify trends and optimize telemarketing performance.
- Ensured compliance with company policies, telemarketing regulations, and customer privacy requirements.
- Resolved escalated customer concerns and service issues while maintaining a high level of professionalism and customer satisfaction.
- Assisted in developing marketing initiatives and outreach campaigns targeting homeowners, property managers, and commercial clients.
- Established daily, weekly, and monthly performance goals and motivated team members through coaching, recognition, and incentive programs.
- Prepared detailed reports for management regarding lead generation performance, appointment-setting success rates, and sales pipeline activity.
- Coordinated scheduling and workforce management to ensure adequate coverage and productivity during peak calling periods.
- Fostered a positive, goal-oriented work environment focused on teamwork, accountability, and continuous improvement.
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Hotel Housekeeping/Hospitality Supervisor

Clarion Hotel by Choice Hotels | Little Rock, AR

February 2011 to December 2015

- Supervised and coordinated daily housekeeping operations, ensuring guest rooms, suites, and public areas met hotel cleanliness and quality standards.
- Led, trained, and motivated housekeeping staff, providing ongoing coaching, performance evaluations, and support to maintain high productivity and service excellence.
- Conducted detailed room inspections to ensure compliance with hotel policies, brand standards, and guest satisfaction expectations.
- Assigned daily workloads, monitored employee performance, and adjusted staffing levels to meet occupancy demands and operational needs.
- Coordinated with front desk, maintenance, and management teams to prioritize room readiness and ensure efficient guest check-in and check-out processes.
- Responded promptly and professionally to guest concerns, special requests, and service recovery situations to maintain positive guest experiences.
- Maintained inventory of linens, guest amenities, cleaning supplies, and housekeeping equipment, ensuring adequate stock levels and cost control.
- Trained new employees on housekeeping procedures, safety regulations, cleaning techniques, and customer service standards.
- Monitored compliance with health, safety, sanitation, and workplace regulations, promoting a safe and efficient work environment.
- Investigated and resolved housekeeping-related issues, including quality concerns, staffing challenges, and guest complaints.
- Prepared daily housekeeping reports, room status updates, inspection records, and productivity tracking documentation.
- Assisted in scheduling, timekeeping, attendance monitoring, and payroll verification for housekeeping team members.
- Collaborated with management to implement process improvements that increased operational efficiency and enhanced guest satisfaction.
- Conducted regular quality assurance inspections and corrective action follow-ups to maintain exceptional cleanliness standards.
- Oversaw lost-and-found procedures, ensuring accurate documentation and proper handling of guest property.
- Supported department goals by maintaining high room turnover efficiency while ensuring attention to detail and service quality.
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Education

Medical Assisting (Medical Assistant)

Pima Medical Institute-Colorado Springs | Colorado

January 2022 to November 2022

Upper secondary education

Skills

Dispatching Scheduling Customer service Microsoft Office Communication skills Organizational skills Problem-solving CRM software Data entry Report generation Accounts receivable Time management Conflict resolution Professional communication

Languages

English

Certifications and Licenses

- CPR Certification
- Driver's License
- ServSafe Alcohol Certification
- Lifeguard Training
- Certified Phlebotomy Technician
- CCMA Certification
- First Aid Certification

Additional Information

Authorized to work in the US for any employer