

Cherelle Dotson

Commerce City, CO 80022

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Professional Summary

Professional Summary - Dedicated and driven individual offering 10+ years of Customer Service experience. Reliable and focused, I possess strong communication, active listening and empathy skills. Seeking a new and challenging position where I can contribute to a team as well as grow within the business.

Core Competence

- Customer Service
- Cash-Handling
- Microsoft office
- Knowledge of FMLA, short-term & long-term disability
- Multi-tasking & Time Management
- Scheduling
- Dispatching skills

Authorized to work in the US for any employer

Work Experience

CSR - Customer Service Representative

Mighty Plumbing, Heating, Air and Electric-Denver, CO

September 2024 to December 2025

- Inbound and Outbound
- Renewal and Cancellation of Membership
- Scheduling appointments for HVAC
- Providing excellent Customer Service
- Opening and Closing

Assistant Beutician/ Front Desk

Studio Jays-Denver, CO

October 2010 to May 2025

Scheduled, confirmed and rescheduled appointments using the salon's booking system.

- Greeted clients warmly, making them feel welcomed and provided positive first impression of the salon.
- Answered phone calls, addressing inquires and directing calls to the appropriate staff member.

Customer Service Representative

Quicksilver Express Courier-Lakewood, CO

June 2023 to July 2024

- Answered incoming calls from customers requesting courier or freight services & entered orders for pickups and deliveries.

- Communicated throughout workday with drivers using Zello application regarding pickup or delivery issues.
- Multi-tasked between order entries, monitoring delivery status, problem resolutions, etc. and provided updates to customers regarding their deliveries.

Dispatcher

Tolin Mechanical Systems-Denver, CO

May 2021 to June 2023

Coordinated and scheduled HVAC service technicians to ensure timely and efficient completion of maintenance and repair work.

- Managed work orders, communicated with customers and technicians and utilized dispatch software to optimize scheduling.
- Maintained working knowledge of maintenance contracts, service types and billing procedures.

Customer Service Representative

ReedGroup-Westminster, CO

May 2020 to May 2021

Provided expert support and case management for various types of leave, including FMLA, short-term disability, long-term disability and customized leave programs.

- Handled incoming calls from individuals needing assistance with leave of absence, serving as a subject matter expert and initiating new leave cases
- Managed FMLA, ADA, Parental Leave and Maternal Leave while providing exceptional customer service

Patient Engagement Specialist

Landmark Recovery-Aurora, CO

Education

High school diploma

Emily Griffith Opportunity School-Denver, CO

October 2005 to July 2006

Skills

- Call center agent experience
- Inpatient
- DNS
- Database management
- VPN
- Customer relationship building
- Client interaction via phone calls
- Handling customer inquiries
- General dentistry
- Home & community care
- Filing
- Math
- Social media strategy

- Technical Proficiency
- DocuSign
- Computer networking
- Patient interaction
- Databases
- Microsoft Teams
- Cleaning Experience
- Typing
- EHR systems
- Electronic health records (EHR) management
- Dependability
- Writing skills
- Order entry
- Technical support via phone
- Joint problem-solving
- Account management
- Multitasking
- Guest Services
- Serving Experience
- Insurance prior authorization
- Face-to-face communication
- Empathy
- B2B
- Service scheduling
- IVR
- Technical support
- Adobe Acrobat
- Medicare
- Handling patient inquiries
- Relationship management
- Negotiation
- Managing customer accounts
- Customer support experience within e-commerce industry
- Face-to-face client meetings
- Medicaid
- Data management
- Customer complaint resolution
- Administrative tasks
- Invoice data entry
- Confidential information handling

- DispatchTrack
- Medicaid health insurance
- Financial services
- POS
- Dispatching
- Customer support specialist experience
- SAP ERP
- Microsoft Outlook
- Microsoft Excel
- Computer skills
- Mobile devices
- Non-technical user support
- Order processing
- Administrative experience
- Data Entry
- Computer operation
- Customer issue escalation
- Clinic
- Order fulfillment
- Phone answering
- Billing issue inquiries
- Documentation review
- Instant messaging app
- Insurance verification
- Operating Systems
- Fraud prevention and detection
- Software Troubleshooting
- Customer service
- Academic Advising
- Zendesk
- Clinical documentation
- Grammar Experience
- Patient monitoring
- Decision making
- Word processing
- Maintaining patient confidentiality
- Professional email communication
- Emergency scheduling
- Attention to detail
- Time management

- Patient appointment reminder management
- Live chat
- In-person customer service
- Presentation skills
- Mechanical troubleshooting
- Critical thinking
- Order management system
- Document management
- Cash management
- Organized workspace
- Patience
- CRM system proficiency
- Mechanical knowledge
- Data entry in Excel
- Caregiving
- Microsoft Outlook Calendar
- Account analysis
- Statistics
- Multi-line phone systems
- Customer data entry
- Text messaging
- Sales strategy
- Pricing
- Long term care
- Written communication
- Conflict Management
- Phone call management
- Dispatch software communication
- Network Support
- Data center experience
- Hospitality
- LAN
- 10 key typing
- Microsoft Word
- CRM software
- Office management
- Home health
- Sales support
- Task prioritization
- SAP

- SharePoint
- Complaint handling
- Customer retention
- Outbound calling
- Recovery center experience
- Intake
- Remote access software
- Data collection
- Debits & credits
- Continuous improvement
- Cabling
- Federal Aviation Regulations
- Problem solving
- Teamwork
- Organizational skills
- CSS
- Windows
- Call center experience
- Patient care
- Office experience
- Front Desk
- Greeting dental patients
- Microsoft Office
- Patient assessment
- EMR systems
- Warehouse experience
- HIPAA
- Leadership
- Cashiering
- Home care
- HVAC/R
- Problem management
- Community relations
- Managed care
- Map reading
- Customer communication
- Transportation planning
- Restaurant experience
- Computer literacy
- Appointment scheduling

- Customer follow-ups
- Client email correspondence
- Microsoft Project
- TCP/IP
- Adaptability
- Phone communication
- Care coordination
- Greeting customers
- Telecommunication
- Microsoft Access
- Active Directory
- Productivity software
- Achieving HIPAA compliance
- Active listening
- Smartphone (troubleshooting support)
- Analysis skills
- Clerical experience
- Initiative
- Accounting systems
- Help desk
- Curiosity
- Social media management
- Data analysis skills
- Desktop support
- Communication Skills
- Phone etiquette
- English
- Paratransit
- Customer support
- ERP systems
- Clear language communication
- Transportation management systems
- Customer service problem-solving
- Google Docs
- Schedule management
- Microsoft Powerpoint
- Sales
- Cash Handling
- Customer inquiry handling
- Hair Styling

- Proofreading
- Upselling
- Billing troubleshooting

Certifications and Licenses

Forklift Certification