
MARC ALVAREZ

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PROFESSIONAL SUMMARY

Client Experience Manager with 6+ years of combined experience in client services and dispatch operations. Leverages strong communication, CRM expertise, and data-driven decision making to streamline processes, improve response times, and boost client retention. Collaborative problem-solver skilled in cross-functional coordination, training staff, and optimizing scheduling to enhance service delivery and operational efficiency.

SKILLS

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|-----------------------------|--------------------------------|---------------------------------|
| • Exceptional communication | • Goal setting and achievement | • Data-driven decision making |
| • Sales support | • Client retention strategies | • Cross-functional coordination |
| • Microsoft Outlook | • Microsoft Word | • Microsoft Excel |
| • Problem-solving | • Time management | • Dispatch Software |

EMPLOYMENT HISTORY

Dispatcher, 02/2026 - Current

Insurance Auto Auctions, IAA – Denver, CO

- Coordinated daily routes for collection to optimize service efficiency.
- Monitored vehicle locations using GPS technology to ensure timely pickups.
- Managed communication between drivers and clients to resolve service issues promptly.
- Streamlined dispatch operations by implementing revised scheduling protocols.
- Analyzed service data to identify trends and improve operational workflows.
- Managed high-stress situations calmly and effectively, ensuring timely assistance to those in need.
- Collaborated with fellow dispatchers to maintain a seamless workflow during shift changes.
- Provided exceptional customer service to callers, remaining empathetic and patient during emergencies.

CLIENT EXPERIENCE MANAGER, 05/2023 - 09/2025

Meyers Heating & AC – Boulder, CO

- Enhanced client satisfaction by streamlining communication processes and responding promptly to inquiries.
- Developed and implemented tailored service plans based on individual client needs and feedback.
- Collaborated with cross-functional teams to resolve client issues, ensuring a seamless experience.
- Analyzed customer feedback data to identify trends and improve service offerings effectively.
- Trained and mentored junior staff on best practices for client interaction and service delivery.
- Managed scheduling of service appointments, optimizing technician assignments for efficiency.
- Conducted regular follow-ups with clients post-service to ensure continued satisfaction and loyalty.
- Implemented new CRM tools that improved tracking of client interactions and enhanced service quality.
- Improved response times by optimizing workflow processes, ensuring prompt resolution of client requests and inquiries.

DISPATCHER, 01/2019 - 02/2023

Waste Management – Keenesburg, CO

- Coordinated daily operations for waste collection routes, optimizing efficiency and service delivery.
- Managed communication between drivers and customers, ensuring timely resolution of service inquiries.
- Developed and implemented scheduling strategies to enhance resource allocation and minimize delays.
- Monitored real-time GPS tracking systems to ensure adherence to routes and safety standards.
- Managed high-stress situations calmly and effectively, ensuring timely assistance to those in need.
- Communicated with drivers and personnel to coordinate timely delivery of goods and materials.

DISPATCH/VEHICLE TITLE REP, 03/2017 - 12/2019

Copart Auto Auctions – Denver, CO

- Coordinated daily vehicle dispatch and title processing to meet auction deadlines and reduce delays.
- Processed and verified vehicle titles and ownership documents to ensure regulatory compliance and accurate records.
- Fostered a team-oriented environment by mentoring new staff, enhancing collaboration and ensuring a smooth onboarding process.
- Streamlined vehicle title processing procedures, resulting in noticeable gains in accuracy and reducing processing time significantly.
- Analyzed title discrepancies and implemented corrective measures, leading to improved compliance and a marked reduction in title clearance delays.
- Executed meticulous audits of title processing procedures, ensuring regulatory compliance and maintaining accurate records.

CERTIFICATION

Praxis S10 Certification

EDUCATION

Associate of Arts: Culinary Studies, 05/2012

The Art Institute of Colorado - Denver, CO

REFERENCES

- Raymond, Green, (719) 246-6793
- Todd, Haman, (406) 607-5710
- DannyLee, Lamack, (505) 489-4831
- Sean, Lopez, (720) 781-4277, Meyers Heating and AC