



MACIEY GRIGGS

Loveland, CO | 402.802.0982 | yeicamg94@icloud.com

Dear Hiring Manager,

I am writing to express my interest in this role. With several years of experience in customer success, emergency dispatch communications, and multi-trade service coordination, I have developed strong skills in leadership, operations management, customer communication, and high-pressure decision making.

Throughout my career, I have successfully managed high-volume scheduling operations, coordinated teams across multiple departments, and contributed to improved workflow efficiency and customer satisfaction. In my current role with Authority Brands, I oversee dispatch operations across Plumbing, HVAC, and Electrical service lines using ServiceTitan, while supporting technicians, customers, and leadership in a fast-paced environment. Prior to this, I worked as a 911 Dispatcher, where I strengthened my ability to remain calm under pressure, prioritize critical situations, and communicate effectively during emergencies.

I take pride in being highly organized, dependable, and solution oriented. I am passionate about improving processes, supporting team success, and delivering exceptional customer experiences. I would welcome the opportunity to bring my operational experience, leadership skills, and strong work ethic to your team.

Thank you for your time and consideration. I look forward to the opportunity to further discuss how my background and skills would benefit your organization.

Sincerely,
Maciey Griggs



MACIEY GRIGGS

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Operations and dispatch professional with experience in emergency communications, customer success leadership, and multi-trade service coordination. Skilled in ServiceTitan, Salesforce, schedule optimization, customer communication, workflow development, and high-pressure problem solving. Proven ability to lead teams, improve operational efficiency, and maintain strong customer satisfaction in fast-paced environments.

EXPERIENCE

CUSTOMER SUCCESS MANAGER

Nebraska Book Company – Lincoln, NE

September 2015 – April 2021

- Supervised a Customer Success team of four employees, overseeing daily productivity, coaching, escalation resolution, and performance support to maintain high service standards.
- Managed employee scheduling and developed SOPs and workflow processes to improve operational consistency and team efficiency.
- Partnered with Human Resources to assist with warehouse hiring efforts, including candidate screening, interviewing, and onboarding support.
- Utilized Salesforce for customer account management, workflow tracking, reporting, and internal communication.
- Personally nominated by the CEO for Employee of the Month three consecutive months in recognition of leadership, work ethic, and performance.
- Received multiple recognition letters and kudos awards for outstanding customer service, teamwork, and operational support.

911 DISPATCHER

Seward County – Seward, NE

April 2021 – November 2023

- Managed high-stakes incoming calls across multiple emergency and non-emergency lines, including 911 calls, while maintaining composure and accuracy in high-pressure situations.
- Assessed emergency situations quickly and dispatched appropriate law enforcement, fire, and EMS personnel to incidents including accidents, disturbances, medical emergencies, and pursuits.
- Operated multi-frequency radio systems to maintain clear and effective communication across multiple response agencies and channels.

- Entered, updated, and maintained sensitive information within the NCIC database, including warrants, missing persons, and law enforcement records, with a high level of accuracy and confidentiality.
- Demonstrated strong multitasking, critical thinking, and decision-making skills while prioritizing public safety and emergency response coordination.

DISPATCHER / LEAD COORDINATOR

Aksarben ARS – Omaha, NE

April 2024 – August 2025

- Initially served as the sole dispatcher for a team of 18 HVAC service technicians, strategically managing schedules by geographic zones to optimize travel time, productivity, and overall operational efficiency.
- Promoted to Lead Coordinator within several months due to strong performance, leadership, and operational effectiveness.
- Oversaw dispatch operations for the HVAC AOR/Sales team, coordinating technician scheduling, sales opportunities, and customer service workflows.
- Contributed to increased company revenue by generating accurate, high-quality leads and improving efficiency across both technician and sales dispatch boards.
- Maintained strong communication between technicians, sales staff, and customers to ensure seamless scheduling and service operations.
- Consistently recognized for high performance through top customer review scores and receiving the highest percentage pay increase awarded within the team.

DISPATCHER / LEAD PLUMBING DISPATCHER

Authority Brands – Loveland, CO

September 2025 – Currently Employed

- Coordinated daily scheduling and dispatch operations across multiple service lines, including Plumbing, HVAC, and Electrical, using ServiceTitan to optimize technician routing, efficiency, revenue, and response times.
- Managed high-volume inbound and outbound customer communication while prioritizing emergency service calls and maintaining schedule flow throughout the day.
- Oversaw system data accuracy by updating equipment records, tags, zones, technician profiles, and job details within ServiceTitan.
- Collaborated closely with technicians and leadership to resolve scheduling conflicts, improve workflow processes, and maintain high levels of customer satisfaction.
- Assisted with onboarding support, operational organization, and cross-department process improvements to enhance overall dispatch efficiency.
- Supported additional operational responsibilities including estimate follow-ups, order coordination, customer communication, and administrative support projects.
- Demonstrated strong multitasking, problem-solving, and leadership abilities in

a fast-paced, high-volume service environment.

EDUCATION

Geneva North High – Geneva, NE
High School Diploma
Graduated December 2011

SKILLS

- ServiceTitan
- Salesforce
- Dispatch Operations
- Emergency Communications
- Customer Service
- Schedule Coordination
- Workflow Optimization
- SOP Development
- Team Leadership
- Conflict Resolution
- Multitasking
- Microsoft Office Suite
- Data Entry & Record Management