

# Sharon Giffen

Arvada, CO 80005

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Authorized to work in the US for any employer

## Work Experience

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### **Customer Service/Dispatcher**

#### **Scale Clerk/Dispatcher**

Arcosa Lightweight-Boulder, CO

February 2023 to January 2026

#### Work Experience

#### Scale Clerk/Dispatcher

Arcosa Lightweight - Boulder, CO

February 2023 to January 2026

- Weigh long distance and local trucks for an accurate empty weight and loaded weight to confirm they are within their specific load certification limits. Notify loaders when more material is needed and direct drivers where to trim if they are heavy.
- Keep loaders updated on trim area when clean up is needed for a clean and safe yard.
- Working with drivers to confirm dump site as billing is affected. Many times drivers come in not knowing what the actual product or which location account they are picking up for.
- Assuring all occupants understand and follow site specific rules and regulations including the use of all required PPE's in case they have to exit their truck to read their gauges.
- Provide dog treats as needed.
- Complete EOB reports including Daily Sales Reports and Ticket Reports.
- Provide customer specific daily load tickets to enable them to tally drop locations and bill their customers asap.
- Receive and process in Netsuite invoices for material, fuel service charges, wait tickets and any other charges pertaining to the shipping of material.
- Receive and process in Netsuite invoices for material loaded into Rail Cars for shipping by rail.
- Closely review all invoices for accuracy matching documentation and pricing at our end and request updated invoices when needed.
- Receiving packages/deliveries and notify appropriate manager as production is typically needing their parts on an urgent basis.
- Receive visitors to assure only scheduled appointments pass through to the office. Otherwise take visitor information/business card and pass it along to management.
- Answer phone calls to and provide resolution or gather information for a call back.

### **Customer Service and Dispatcher**

Fix-It 24/7-Golden, CO

February 2022 to June 2022

- Answering customer calls in a call center of 8 CSR's regarding plumbing, electrical and HVAC. Reviewing the Service inbox to book any request that may have come in via the website.
- Asking questions to provide as much information for the techs so they are better prepared for the job

- Using Service Titan scheduling appointments regarding urgency of the job and what is already on the schedule. Moving jobs for more efficient drive times and job priority.
- Providing invoices and contract information to customers via email and USPS.
- Calling customers, members and nonmembers, that are due for their PM to get them on the schedule so the techs have a full schedule.
- Completing client concerns from call backs to billing issues and providing them to the necessary department manager for resolution.

## **Customer Service and Dispatching**

Service Experts Heating and Air Conditioning-Westminster, CO

May 2020 to January 2022

- Working to gather and communicate information from customers, office staff, technicians; keeping in mind each techs skill level, installers, part runners and equipment vendors to efficiently schedule and reschedule appointments to reduce drive time and increase employee production time.
- Working very heavy call volumes from technicians and customers with the ability to hear the unspoken word of exhaustion, frustration and unfamiliarity with the situation. Clarify and prioritize demand to take appropriate actions and communicate our process and how we move forward to our external customers.
- I achieve multiple deadlines throughout the day while providing updated information in a timely manner which is not always what the recipient wants to hear. Allowing people to vent while listening to provide options or the best path to move forward.
- I frequently use video chat for scheduled and impromptu meetings when needed to allow for the ability to stay at workstations and address team concerns and needs in a busy environment. This allows pinging off each other as ideas are sparked so the team can build on resolution in real time.
- AS400; Intranet; First Data; Excel; Word; Outlook; VPN; Telex; Teams; Call Center Agent; Video/Messenger; GPS tracker

## **Mortgage Loan Processor II**

HCL America Inc-Aurora, CO

June 2014 to September 2019

- Processing Boa refinance orders in iFulfill/Impact
- Quickly and confidently learned navigation of several system tools
- Collection and accurate review of documents for completeness to meet underwriter conditions
- Quality of work consistently exceeds expectation earning multiple recognitions • Assisting team members to assure the floor stays within SLA while maintaining a pipeline of 30-35 files
- Processed Conventional, VA, FHA Fannie and Freddie with DU and LP AUS system • Working within TRID guidelines to meet regulations
- Function well under stress independently and as a team member to fund EOM deadlines in constantly changing environments
- Professional communication with bank employees and customers always
- Communication with insurance, title and financial institutions as well as city and county governments to update, verify and request corrections when needed with loan documentation
- Strong customer service while maintaining customer security and bank disclosures

## **Customer Service Representative**

Nordstom Federal Savings Bank-Aurora, CO

October 2012 to January 2014

- Process applications and review credit history for new account approval
- Research accounts for resolution on account disputes, adjustments, fraud and multiple account issues
- Review publicly available customer information for declining or approving credit line/level
- Respectful conversation with customers in difficult situations
- Complete evaluation of accounts including longevity, payment history, bureau score, customer loyalty to determine the approval of customer request for account spend exceptions or credit line increase

## **Account Manager**

Oracle America Inc/Sun Microsystems-Broomfield, CO

January 2008 to January 2012

- Processed customer orders for high end computing and storage systems
- AP/AR review and resolve issues on client invoices and company purchase orders for accurate processing
- Accounts I managed included Google, Ticketmaster, Fujitsu and Allstate
- Trusted employee with US Federal Government account clearance
- Strong customer service skills with internal and external clients on complex customer concerns
- Trained local and international (Canada, Bangalore, India) employees via weber and onsite classroom, phone, IM and email presentation to accommodate business needs on projects and procedures
- Served on numerous task force teams to identify needs and develop process improvements
- Comfortable in a fast paced high stressed environment while meeting deadlines
- Highly detailed order processing involving the legal and ethical issues with environmental and importing concerns for both corporate and private customer interests
- Large data base management and data migration projects for multiple service and hardware contracts Customer Service

## Education

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### **General Studies (Associate Degree in General Studies)**

RED ROCKS COMMUNITY COLLEGE-Arvada, CO

May 2005

### **Undergraduate degree**

### **Upper secondary education**

### **Associate's degree**

## Skills

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- Manufacturing company experience
- Damaged goods handling
- Phone call backs
- Financial data reconciliation
- Multi-line phone systems
- Freight brokerage - Freight brokerage experience (1-2 years)
- Maintenance task scheduling
- Shipping logistics
- POS systems
- Cross-functional collaboration
- Phone call management
- Face-to-face communication
- Time & attendance systems
- Lead Tracking

- Writing skills
- Credit Analysis
- Supervisory control and data acquisition (SCADA)
- First aid
- Record keeping
- Loan processor experience
- Logistics
- Negotiation
- Shipping and receiving return processing
- GPS
- Automation
- Project management software
- Stakeholder management
- Fleet management
- Remote Access Software
- Account management
- Vendor relationship building
- Professional email communication
- Task prioritization
- Customer complaint resolution
- Team management
- Shipping & receiving
- Analysis skills
- Loan servicing
- Freight rate negotiation
- Driving
- Customer communication
- Computer Networking
- Research
- Financial concepts
- Financial record maintenance
- Performance management
- Transportation planning
- Part sourcing
- Cross-functional communication
- Interpersonal skills
- Dispatch software communication
- Transportation management systems
- Truck delivery (delivery method)
- Safe work practices

- Intermodal transportation
- Regulatory compliance
- Management
- Carrier management
- Commercial construction
- Compliance with loan regulations
- Distribution center experience
- Oracle
- CRM system proficiency
- Contracts
- Productivity software
- Appointment scheduling
- Order tracking
- Freight yard management
- Customer service
- Client interaction via phone calls
- Microsoft Office
- Data entry
- Load & unload
- Administrative experience
- VLOOKUP function
- Netsuite Accounting Software
- Visio
- Staff scheduling
- Operating Systems
- Phone etiquette
- Project leadership
- Banking
- Clerical experience
- Transportation sales
- Managing customer accounts
- Delivery management
- Data reporting
- Microsoft Word
- Time management
- Workplace health and safety regulatory compliance
- Lending
- Commercial lending
- Data visualization software proficiency
- CPR

- Sales
- Maintaining an organized workspace
- Microsoft Teams
- Truckload (TL) logistics
- Mechanical knowledge
- Accounting systems
- Databases
- Phone communication
- Computer literacy
- SharePoint
- Live Chat
- Quantitative analysis
- Radio communication systems
- DOT (Department of Transportation) regulations
- Computer operation
- HVAC
- Typing
- Office supply management
- Sales reporting
- Business development
- Customer relationship building
- Customer relationship management
- Computer hardware
- Heavy lifting
- Freight forwarding logistics
- Conflict management
- Processing cash transactions
- Emergency scheduling
- Customs clearance management
- Financial acumen
- Client communication
- Employee engagement
- Organizational skills
- Inventory records
- Manufacturing management
- Customs documentation preparation
- Microsoft Outlook
- Processing loan applications
- Attention to detail
- Parts pricing

- Customer inquiry handling
- Escalation handling
- HRIS
- Client relationship development
- Manufacturing
- Excel data analysis
- Microsoft Excel
- Clean workspace maintenance
- Decision making
- Basic math
- Pricing
- Technical Proficiency
- Weighing scales
- International trade regulations
- Delegation
- Accounting and finance experience
- Data-driven decision making
- Lead generation
- Trade compliance
- Salesforce
- Maintenance records management
- Fulfillment center experience
- QuickBooks
- Dispatching
- Microsoft Windows
- Route planning
- Data interpretation
- Bank Secrecy Act
- Shipping documentation
- Microsoft PowerPoint

## Certifications and Licenses

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### **Driver's License**

### **Commercial Scale Certification**

December 2025 to December 2026

### **Certified Supply Chain Professional**