

Richland Hills - Dispatcher Richland Hills - Dispatcher Richland Hills - Dispatcher Richland Hills, TX  
Work Experience Richland Hills - Dispatcher National HME January 2017 to April 2018 -Software  
used: Fleetmatics; Google Maps Responded to customer request with information about product  
availability, shipping information and status updates. Evaluated and adjusted routes to achieve  
daily objectives. Trained, mentored and guided junior employees in proper procedures and daily  
work performance. Prepared daily delivery and work schedules to maximize coverage Kept track  
of all personnel in the field and all completed deliveries or delays. Documented all changes in  
computer tracking system. Watched dispatch board and prioritized calls. Monitored traffic and  
weather conditions and alerted drivers of potential issues. Established long-term customer  
relationships through prompt and courteous service. Richland Hills - IT Systems Administrator  
National HME January 2018 to March 2018 Setup users in Active Directory. Linked computers to  
the network and to peripheral equipment, including printers and scanners. Answered calls and  
emails at the company's help desk, assisting employees and customers with troubleshooting  
computer issues. Ensured network, system and data availability and integrity through preventative  
maintenance and upgrades. Provided documentation on start-up, shut down and first level  
troubleshooting of processes to help desk staff. Provided maintenance and development of bug  
fixes and patch sets for existing web applications. Consistently met deadlines and requirements  
for all production work orders. Delivered and assisted with initial printer, desktop and laptop setup  
with multiple monitors. Richland Hills - Patient Care Representative National HME April 2016 to  
January 2017 Answered more than 50 calls each day. Worked with patients and families to  
develop future plans and discuss care actions. Reviewed each step of patient care and made  
proactive adjustments to avert issues. Handled prescription refill requests. Updated  
documentation and reports detailing patient activities, care actions and hospital determinations.  
Resolved problems with areas such as communication and billing that could negatively impact  
services. Scheduled approximately 200 patients per week and made reminder calls. Evaluate  
effectiveness of current strategies with interdisciplinary team and utilized recommendations to make  
permanent improvements to care standards. Maintain confidentiality and compliance standards at

all times. Responded to patient queries and concerns in a professional and timely manner.  
Liaised between hospital departments to facilitate effective communication. Education High School  
Diploma Birdville High School 2015 Skills FAST LEARNER, Dispatch (2 years) Additional  
Information SKILLS Fast Learner Computer-savvy Excellent time management Windows OS  
Proficient Strong work ethic Communication Teamwork

Name: Lori Davies

Email: michellethomas@example.com

Phone: +1-823-662-4313x8201