**Education:**

University of Arkansas at Little Rock

Bachelor of Arts in Anthropology with a minor in Psychology, 2014

Pursuing a Bachelor of Science in Information Science (estimated to graduate in the Spring of 2021)

**Skills:**

* Telecommunication
* Filing, scanning, data entry
* Technological troubleshooting
* Microsoft Office (Word, Excel, PowerPoint, Access, and Outlook)
* Quickbooks Pro (desktop and online)
* Team, store and office management
* Customer service
* Data analysis
* Scheduling/Dispatching
* Java, JavaScript, HTML5, CSS
* Database management (SQL)
* Administrative aid
* Technical writing

**Work Experience:**

Hoist & Crane Service Group – Part-time (24-32 hours per week)

*Planner*  August 2018 to Present

* Provide administrative aid to Operations and Branch Managers
* Collect and enter business invoices
* Scan and tag all job documentation in electronic database
* Create itineraries for technicians and arrange hotel reservations

Bud Anderson Heating and Cooling – Full-time (40 hours per week)

*Customer Service Representative/Dispatcher* January 2018 to August 2018

* Answer incoming calls to book service and maintenance appointments
* Dispatch and schedule jobs for 20-25 technicians
* Make outbound calls to generate leads and gain additional service work
* Manage time cards for assigned technicians
* Provide exceptional customer service to uphold company reputation

Town and Country Plumbing, Inc – Full-time (40 hours per week)

*Service Manager/CSR*  May 2016 to August 2017

* Managed and scheduled the routes of 7 residential and commercial service technicians
* Handled accounts receivable and payable for the service department
* Booked appointments from incoming calls and handled any customer complaints or feedback
* Assisted business owner with marketing campaigns and maintenance of online presence
* Maintained commission reports and timesheets for service technicians
* Completed and acquired city permit applications for plumbing projects
* Maintained and created various databases for company business needs

New Water Systems, LLC – Full-time (40 hours per week)

*Inside Service Manager* January 2015 to May 2016

* Planned, documented and scheduled service routes across the state of Arkansas
* Completed monthly Discharge Monitoring Reports in compliance with ADEQ
* Completed ADEQ permit renewal applications
* Assisted with billing and shipping of wastewater products

\*More experience upon request\*