

Natalie Honomichl

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EDUCATION

Utah Valley University | Orem, UT

In progress

- Chemistry Major

Utah College of Massage Therapy | Orem, UT

Graduated July 2017

- Massage Therapist License

SKILLS

QuickBooks | Intacct | Excel | Zendesk | ServiceTitan | Accurint | Horizon | Corrigo

PROFESSIONAL EXPERIENCE

Western Heating & Air Conditioning | Orem, UT

June 2021 - present

Client Service Representative / Bookkeeper

- Assisted clients via phone, chat, and email to record their HVAC needs and schedule service appointments, earning Top Office Performer
- Optimized technicians' schedules using a ServiceTitan dispatch board to ensure they are fully booked and can effectively navigate their routes
- Verified and batched ServiceTitan invoices and exported them to Intacct to integrate all accounting records into one system
- Deposited checks online as well as managing in-person cash deposits, ensuring that all deposits are recorded in the Intacct database and the funds are available
- Contacted clients via phone, text, and email to sell further products and subscriptions, earning more revenue than any other CSR
- Called corporate clients about scheduling their quarterly service to maintain and expand B2B relationships

Republic Wireless | Orem, UT

October 2016 - June 2020

Tech Support Agent

- Used Zendesk to handle technical support situations for customers' Android phones and cellular service via phone, email, and chat
- Responded empathetically to customer concerns to improve CSAT KPIs
- Prioritized tickets by SLA to ensure that the most sensitive requests were handled earliest
- Verified customers' identifying information by following CPNI best practices to protect customer data
- Wrote and maintained both customer-facing and internal documentation for a Zendesk-based database to help customers and agents more easily identify and solve technical issues

Provo City Library | Provo, UT

August 2006 - June 2016

Shift Manager

- Supervised a team of clerks and pages to ensure the library operated smoothly and patrons received quality service
- Oversaw checkouts and returns using Horizon ILS to track library books and resources
- Verified transactions by comparing with the cash register to correct accounting errors and provide feedback to clerks
- Maintained library resources and patron accounts using Horizon ILS to ensure materials were organized and records were up to date
- Called patrons to inform them of missing or damaged materials and arrange payment