



PRIYA RAMIREZ

Dispatcher

Dispatcher with 2 years routing service technicians across a metro territory. Comfortable juggling same-day emergency calls, parts availability, and customer callbacks without losing track of the board.

CONTACT INFORMATION



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Chattanooga, TN 12345

KEY SKILLS

- ServiceTitan dispatch board
- Route optimization for residential service
- Inbound call handling (60+ calls/day)
- Emergency call triage and prioritization
- Technician scheduling and territory balancing
- Parts and truck stock coordination
- Customer arrival window communication via text and phone
- Work order entry and job costing basics
- Google Maps and traffic-based rerouting
- Microsoft Office (Excel, Outlook)
- De-escalation and customer recovery
- Two-way radio and mobile dispatch apps

PROFESSIONAL EXPERIENCE

SERVICE DISPATCHER | SUMMIT COMFORT SOLUTIONS, CHATTANOOGA, TN 2023 – PRESENT

- Schedule and route 12 residential service technicians daily using ServiceTitan, balancing maintenance visits with emergency no-cool calls.
- Take an average of 65 inbound customer calls per day, booking roughly 80% into same-week appointments.
- Coordinate with the parts counter to confirm truck stock before dispatching so techs are not rolling twice for one job.
- Update customers by text on technician arrival windows when routes shift, cutting complaint calls to the office manager noticeably.

CUSTOMER SERVICE REPRESENTATIVE | BLUE RIDGE HOME SERVICES, CHATTANOOGA, TN 2022 – 2023

- Answered incoming service requests and entered work orders for plumbing and electrical calls.
- Handed off scheduled jobs to the dispatch desk and learned the routing side of the operation.
- Cross-trained on billing so I could resolve invoice questions on first contact.

EDUCATION

- Associate of Applied Science, Business Administration, Chattanooga State Community College, 2022 |
- Home services dispatch coursework, 2023 |