

Katelyn Meints
3000 Sparks Road
Alexander, AR 72002

Kemeints@ualr.edu
(501) 517-8634

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

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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