Jasmine Porter

Dispatcher I

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SUMMARY

Dispatcher I with over 1 year of towing and roadside dispatch after 2 years in a high-volume customer service call center. Handles 90+ calls a shift, assigns 22 trucks with GPS fleet tracking and keeps dispatch logs and billing data accurate in Microsoft Excel, staying calm and polite on stressful roadside calls.

SKILLS

- **Dispatch Logs**
- **GPS Fleet Tracking**
- **Multi-Line Phone Systems**
- **Microsoft Excel**
- **Microsoft Word**
- **CRM**
- **Data Entry**
- **Billing Data**
- **Customer Service**
- **Problem Solving**

EXPERIENCE

Dispatcher I

03/2025 - Present

Circle City Towing & Recovery

Indianapolis, IN

Towing and roadside assistance company with 22 trucks serving motor clubs, police and private callers.

- Handle **90+** calls a shift from motorists, motor clubs and police, opening a job ticket for every request.
- Assign 22 tow and roadside trucks with GPS fleet tracking, holding average arrival times under 40 minutes.
- Maintain dispatch logs and billing data in Microsoft Excel, with 99% accuracy on 2025 month-end invoice checks.
- Update callers with arrival times by text and phone, cutting repeat status calls by 30% since spring 2025.

Customer Service Representative

06/2022 - 02/2025

Hoosier Home Warranty

Indianapolis, IN

Home warranty call center with 120 agents handling claims and contractor visits.

- Resolved 60 inbound calls a day on multi-line phone systems, keeping a 92% customer satisfaction score.
- Created service orders in the claims system and assigned contractors from an approved network of 300.
- Documented every call in the CRM and wrote follow-up letters in Microsoft Word for denied claims.
- Trained 6 new agents on call flow and claim data entry during their first 2 weeks on the floor.

EDUCATION

High School Diploma

Arsenal Technical High School

Indianapolis, IN

05/2022

CERTIFICATES

Microsoft Office Specialist (MOS) - Excel Associate

11/2024

Certiport