Tara Pennington

Service Dispatcher

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SUMMARY

Service dispatcher with 3 years scheduling HVAC and plumbing technicians for residential and light commercial customers, after 2 years in pest control customer service. Dispatches 30 technicians in ServiceTitan, balances emergency calls against booked work and keeps data entry and customer service sharp through summer peaks of 200 calls a day.

EXPERIENCE

Service Dispatcher

04/2023 - Present

Kennesaw Comfort Air & Plumbing

Marietta, GA

HVAC and plumbing contractor with 30 technicians serving Cobb and Cherokee counties.

- Assign **180** service, maintenance and install jobs a day to 30 HVAC and plumbing technicians in ServiceTitan.
- Prioritize no-heat, no-cool and leak emergencies, getting 90% on site within 4 hours in summer 2025.
- Update customers with technician arrival windows and delays, cutting missed appointments by 22%.
- Review closed work orders each night for parts, photos and pricing before invoices go out.

Customer Service Representative

02/2021 - 03/2023

Chattahoochee Pest Solutions

Marietta, GA

Residential pest and termite company with 12 technician routes.

- Arranged 60 pest and termite appointments a day across 12 technician routes.
- Resolved billing and service complaints, saving 35 cancelling accounts in 2022.
- Entered new accounts and service agreements in the CRM with accurate data entry.
- Supported route planning for 12 technicians by grouping stops by zip code and time window.

Front Desk Receptionist

06/2019 - 01/2021

Smyrna Family Dental

Smyrna, GA

General dental practice with 2 dentists and 4 hygienists.

- Arranged 45 patient appointments a day across 6 provider schedules, filling cancellations from a waitlist.
- Verified insurance for 30 patients a day before visits, cutting front-desk claim denials by 18%.
- Processed payments and posted charges in the practice software, balancing the drawer every evening.

SKILLS

ServiceTitan • Scheduling

Work Orders • Route Planning

Data Entry • CRM

Microsoft Office • Excel

Customer Service • Multitask

EDUCATION

High School Diploma

05/2019

Sprayberry High School

Marietta, GA