

Autumn Davis

La Porte, TX 77571

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Willing to Relocate

Authorized to work in the U.S. for any employer

Professional Summary

Dedicated and personable customer service professional with 4+ years of experience in dispatching, hospitality, and support roles. Proven ability to communicate effectively, manage high-volume calls, coordinate team logistics, and ensure client satisfaction. Seeking to secure an entry-level opportunity to grow within a dynamic team while leveraging existing skills in dispatch, customer care, and office operations.

Work Experience**Dispatcher**

Houston's Heating and Air – Houston, TX

March 2022 – September 2024

- Coordinate daily schedules for HVAC service technicians and dispatch accordingly.
- Manage incoming service requests and update customers on technician arrival times.
- Work with accounting to ensure accurate billing and maintenance contract processing.
- Maintain detailed records of appointments and technician timesheets.

Waitress / Host

Olive Garden – Houston, TX

January 2019 – March 2022

- Greeted and seated guests, managed reservations, and ensured prompt service.
- Took customer orders and processed payments accurately.
- Answered menu questions and ensured overall guest satisfaction.
- Assisted with cleanliness, restocking, and team support during busy hours.

Warehouse Associate

WebstaurantStore – Baytown, TX

April 2024 - June 2025

- Fulfilled orders, managed inventory, and ensured timely packaging and shipping.
- Maintained accuracy and speed in a fast-paced warehouse environment.

Education

C.E. King High School

High School Diploma | May 2017 – June 2021

Skills

- Customer Service (4+ years)
 - Dispatch & Call Coordination (4 years)
 - Microsoft Office (Word, Excel, Outlook)
 - POS Systems (Aloha POS)
 - Multi-Line Phone Systems
 - Hospitality & Bartending
 - Technical Support & CSR
 - Cash Handling & Payment Processing
 - Organizational & Time Management
 - Kitchen Operations & Cooking
 - Active Directory & EDI Systems
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Volunteer Experience

- Babysitting
- Clothing Donation Drives
- Community Clean-Up Projects