

Stella Massey

Customer Service Representative, Utility Customer Service

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STRENGTHS

- ♥️ **Customer advocacy**
Calmly addressed service complaints and billing concerns, helping customers feel heard before resolving next steps.
- 🎯 **Dispatch accuracy**
Verified locations and service details before radio updates. Field teams received clearer information with fewer follow up calls.
- 🔍 **Account research**
Followed billing history and meter evidence through difficult questions. Corrections rested on records, not guesswork.
- 📋 **Work order control**
Tracked orders from creation through completion findings. This kept customer updates aligned with field progress.
- 👥 **Team guidance**
Newer representatives sought practical help with documentation and tense calls, creating a more cooperative service desk.

SKILLS

Utility Customer Service

Call Center Operations Dispatch

Work Orders

Water and Sewer Services

Utility Billing Systems

Meter Reading Systems

Editing Software

Account Research

Report Generation

Billing Corrections

Radio Communication

SUMMARY

Customer service professional with four years of experience supporting **public water** and sewer operations through utility contact centers and dispatch workflows. Handles **service problems**, **account questions**, complaints, billing research, meter reading information, work orders, account corrections, and field communication with calm, accurate follow through. Creates and updates orders for new meters, inspections, and check reads, then reviews documented findings before applying supported service adjustments. Uses billing systems, meter reading applications, editing software, reports, telephone channels, and **frequency band radio** communication to keep records current and crews informed. Builds cooperative relationships with customers, field personnel, and office teams through tact, diplomacy, careful planning, and clear documentation. Ready to contribute dependable customer support, accurate records, and practical utility operations experience in a public service environment.

EXPERIENCE

Senior Customer Service Representative

Pelican Parish Water Services 📅 March 2024 - Present 📍 Monroe, Louisiana

Supports municipal water and sewer customers through high volume contact handling, billing research, meter workflows, work order review, dispatch communication, and peer guidance. Protects record accuracy while coordinating customer needs with field response and approved operational procedures.

- Resolved utility billing, service, meter, and complaint contacts through accurate account documentation.
- Created meter installation, inspection, and check read orders, then reviewed technician findings.
- Researched billing histories and meter data, correcting validated discrepancies through documented reports.
- Relayed locations, order status, and customer updates through radio and telephone **dispatch** channels.
- Corrected validated meter exceptions and routed unusual usage concerns for field verification.
- Guided newer representatives through documentation standards, difficult calls, and work order procedures.

Customer Service Representative

Ouachita Utility Contact Center 📅 February 2022 - February 2024 📍 West Monroe, Louisiana

Handled customer contacts for utility accounts, service interruptions, payments, complaints, billing questions, meter concerns, and field requests. Connected **accurate records** with dispatch activity while maintaining tactful communication during routine and escalated interactions.

- Handled utility calls about accounts, interruptions, payments, **complaints**, and service concerns.
- Opened and updated **work orders**, capturing request details and tracking field responses.
- Used billing and **meter information** to explain charges and support **account corrections**.
- Coordinated radio and phone dispatch communication during scheduled and urgent assignments.
- Generated billing reports and reviewed meter data for usage questions and verification requests.
- Maintained tactful communication during escalated contacts and routed exceptions appropriately.

Dispatch and Call Center Representative

Cypress Call Solutions 📅 October 2021 - January 2022 📍 Ruston, Louisiana

Supported a multi client call and dispatch queue by recording requests, verifying caller details, maintaining electronic case records, and sharing timely updates with customers and field personnel. Built a practical foundation in accurate documentation and changing priorities.

Complaint Resolution

Customer Records

Field Service Coordination

LANGUAGES

English Native

Spanish Beginner

MY CAREER



● Senior Customer Service Representative at Pelican Parish Water Services (2.6 Years)

● Customer Service Representative at Ouachita Utility Contact Center (2 Years)

● Dispatch and Call Center Representative at Cypress Call Solutions (3 Months)

- Recorded service requests and routed time sensitive information through approved dispatch procedures.
- Verified addresses, contact details, and service descriptions before dispatching field personnel.
- Updated electronic case records after technician acknowledgment, progress, and completion.
- Explained schedule changes and service updates clearly during routine and frustrated contacts.
- Researched prior contacts and prepared activity reports during high volume periods.
- Balanced independent call resolution with dispatch coverage and changing operational priorities.

PROJECTS

Utility Account Accuracy Program 📅 2025

Reviewed billing histories, meter data, work order findings, and account notes to support accurate corrections and clearer customer follow up.

Field Dispatch Communication Workflow 📅 2024

Coordinated radio, telephone, and electronic status updates so field personnel received complete service locations and current customer information.

LEADERSHIP & AWARDS

- Recognized by supervisors for dependable documentation during high volume utility contact periods.
- Selected to guide newer representatives through work order procedures and difficult customer calls.

EDUCATION

High School Diploma

West Monroe High School 🎓 GPA: 0 📅 2021 📍 West Monroe, Louisiana

Coursework: English, mathematics, computer applications, public service

CERTIFICATIONS

- Louisiana Class 1 Water Distribution Certificate 📅 2025
- Louisiana Class 1 Wastewater Collection Certificate 📅 2025
- Valid Louisiana Driver's License 📅 2021

TECHNICAL SKILLS

- **Customer Contact Systems:** Telephone systems, call queues, customer records
- **Dispatch Communication:** Frequency band radio, telephone dispatch, field communication
- **Work Order Systems:** Work orders, service requests, completion tracking
- **Utility Billing:** Billing systems, account research, billing corrections
- **Meter Operations:** Meter reading systems, meter inspections, check reads
- **Editing Applications:** Editing software, data updates, exception queues
- **Reporting Tools:** System reports, activity reports, discrepancy reports
- **Water Services:** Water distribution, water meters, service interruptions
- **Wastewater Services:** Wastewater collection, sewer service, field requests
- **Office Applications:** Keyboard systems, electronic case records, workstation applications

PROFESSIONAL AFFILIATIONS

- Louisiana water distribution and wastewater collection professional community.
- Utility customer service and dispatch operations peer network.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST