

Aubrey Austin

Customer Service Representative, Animal Services

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STRENGTHS

- ♥ **Calm Call Handling**
Keeps difficult calls focused through steady questions and clear next steps, helping residents feel heard during stressful requests.
- 🛠️ **Priority Judgment**
Sorts urgent details from routine needs during busy intake, a habit that keeps field routing organized when conditions shift.
- ♥ **Accurate Records**
Captures complete notes and dispositions after calls, giving supervisors and field teams dependable information for follow up.
- 🗣️ **Public Communication**
Explains procedures and rules in plain language, helping callers understand available services without adding confusion.
- 📌 **Field Coordination**
Uses dispatch systems, radios, and call signs to keep responders informed, with colleagues relying on concise operational updates.

SKILLS

- Customer service Call intake
- Priority dispatch Multi line phones
- Dispatch software Two way radios
- Records management
- Office procedures
- Citizen education State laws
- Local ordinances De escalation
- Field coordination
- Office equipment
- Public communication

SUMMARY

Customer service and public service operations professional with three years supporting high volume calls, field dispatch, records, and citizen communication. Handles multi line phones, dispatch software, **two way radios**, mobile computer terminals, dual monitors, and priority based routing with steady attention during urgent or emotional situations. Collects accurate incident details, maintains complete electronic records, explains **animal services** procedures, and communicates clearly with residents, field officers, **law enforcement**, and public agencies. Applies **customer service techniques**, office procedures, state laws, and local ordinances when answering questions or routing requests. Comfortable with rotating schedules, continuous communication, physical activity, and essential service operations. Brings practical judgment, courteous service, and dependable follow through that support safe, timely responses for community members and field teams.

EXPERIENCE

Customer Service and Dispatch Representative

Mesa Vista Animal Response 📅 May 2025 - Present 📍 San Antonio, TX

- Support telephone intake, dispatch coordination, records, and **field operations** for animal related **service requests**. Work across radio, computer, and dual screen systems while coordinating with residents, responders, law enforcement, and public service contacts.
- Gathered location, safety, contact, and incident details before assigning service request priority accurately.
 - Routed field responders through **dispatch software** while monitoring changing statuses across **dual monitor workstations**.
 - Used **two way radios** and call signs to share concise updates with field personnel.
 - Explained animal control procedures and ordinance requirements during stray, welfare, nuisance, and containment calls.
 - Maintained electronic records with complete notes, dispositions, and follow up information for operational continuity.
 - Coordinated with **police personnel** and public service contacts during shared safety and jurisdictional calls.

Customer Service Clerk

Hill Country Community Contact Center 📅 October 2023 - April 2025 📍 New Braunfels, TX

- Managed community service calls, records, referrals, and procedural questions in a high volume contact center. Supported accurate routing and **calm** customer communication through structured intake, clear explanations, and dependable office system use.
- Managed multi line calls by identifying needs and recording complete referral information.
 - Maintained computer based case records through consistent data entry and accurate contact details.
 - Interpreted written procedures and public rules while escalating unusual cases with **concise** notes.
 - Supported stressed customers through structured questions, **courteous** explanations, and clear next steps.
 - Operated phones, **computers**, scanners, dual monitors, and **office equipment** throughout busy shifts.
 - Assessed priority and routed requests across departments, building a foundation for **dispatch** operations.

PROJECTS

Animal Services Request Routing 📅 2026

LANGUAGES



MY CAREER



- Customer Service and Dispatch Representative at Mesa Vista Animal Response (1.4 Years)
- Customer Service Clerk at Hill Country Community Contact Center (1.5 Years)

Improved request intake practice through structured caller questions, priority review, dispatch routing, radio updates, and complete closure notes.

Community Service Records Workflow 📅 2025

Applied consistent records practices across service calls, referrals, follow up details, procedural explanations, and interdepartmental communication.

LEADERSHIP & AWARDS

- Recognized by supervisors for calm communication during urgent animal service calls.
- Selected as a dependable resource for accurate records and priority based request routing.
- Praised for clear explanations of procedures during difficult customer interactions.

EDUCATION

High School Diploma

Thomas Jefferson High School 🎓 GPA: 4.0 📅 2023 📍 San Antonio, TX

Coursework: Customer service, office procedures, communication, civic studies

CERTIFICATIONS

- Customer Service Fundamentals Certificate 📅 2024
- Public Safety Communications Training 📅 2025

TECHNICAL SKILLS

- **Telephone Systems:** Multi line phones, Call intake, Call routing
- **Dispatch Systems:** Dispatch software, Priority dispatch, Status monitoring
- **Radio Communications:** Two way radios, Radio call signs, Field updates
- **Computer Workstations:** Personal computers, Dual monitors, Mobile computer terminals
- **Records Systems:** Electronic records, Service request records, Disposition notes
- **Office Equipment:** Scanners, Phones, Standard office equipment
- **Public Service Operations:** Field operations, Operational support, Service requests
- **Policy and Law:** Animal services policies, State laws, Local ordinances
- **Customer Service Methods:** De escalation, Structured questioning, Problem resolution
- **Agency Coordination:** Police personnel, Sheriff personnel, Public agencies

PROFESSIONAL AFFILIATIONS

- Community animal services support through citizen education and respectful field coordination.
- Public service operations collaboration with responders, law enforcement, and community contacts.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST