Dillon Lehane

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Authorized to work in the US for any employer

SUMMARY

Organized, computer-literate professional with a bachelor's degree and experience in **record-keeping, customer service, and account/billing support** across office and retail settings. Proficient in Microsoft Office and Google Workspace, with strong written and verbal communication. Seeking an administrative or office-support role.

SKILLS

Microsoft Office (Word, Excel, Outlook), Google Workspace (Docs), Data entry & record-keeping, Typing ~84 WPM, Word processing, Phone & email communication, Customer service, CRM software, Account setup & billing support, Scheduling & organization, Filing & documentation, Attention to detail

EXPERIENCE

Customer Service Representative — Afni (Verizon Home Services)

Tucson, AZ, *December 2011 – October 2013*

- Handled a high volume of inbound calls; set up new accounts and answered billing questions.
- Resolved billing disputes by comparing customers' three most recent bills line by line to pinpoint the exact change — repeatedly catching discrepancies that several prior representatives had missed.
- Maintained detailed, accurate records and used CRM software to track customer information.
- Retained customers and provided light technical support.

Merchandise Manager — Dollar Tree

MS, *September 2024 – November 2024*

- Oversaw ~8 staff plus daily operations and record-keeping, covering both assistant- and store-manager duties after the manager's departure.
- Received deliveries, tracked inventory, and kept the store organized.

Substitute & Student Teacher — Ocean Springs area school districts

August 2023 – Present

- Kept detailed records and communicated regularly with parents and staff.
- Created documents and multimedia presentations using Microsoft Office and Google Workspace.
- Managed schedules, routines, and classroom logistics across multiple sites.

Heavy Duty EVS / Building Maintenance Tech — Boomtown Casino Biloxi

Biloxi, MS, *July 2014 – July 2023*

- **Nearly 9 years** with one employer — a strong record of reliability and dependability.

EDUCATION

- **B.S., History & Social Studies Licensure** — University of Southern Mississippi, Long Beach, MS, 2023
- **A.A., General Studies** — Mississippi Gulf Coast Community College, 2021
  - GPA 3.49, Vice President's List (Dean's List equivalent), multiple terms.

CERTIFICATIONS & LICENSES

- Microsoft Office coursework (university, 2020)
- Driver's License (Class C)
- CPR / First Aid — previously certified (willing to recertify)