Dillon Lehane

Ocean Springs, MS | +1 228 243 5647 | dillon.lehane.91@gmail.com
Authorized to work in the US for any employer

SUMMARY

Organized, computer-literate professional (types ~84 WPM) with record-keeping, customer service, and account/billing experience across office and retail settings. Proficient in Microsoft Office and Google Workspace. 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

Substitute Teacher — Kelly Education / Kelly Services

Ocean Springs, MS, January 2025 – Present

- Kept detailed records, communicated with parents and staff, and managed schedules and logistics across multiple schools.
- Created documents and multimedia presentations using Microsoft Office and Google Workspace.

Merchandise Manager — Dollar Tree

MS, September 2024 – November 2024

- Covered both assistant- and store-manager duties overseeing ~8 staff plus daily operations, receiving, inventory, and record-keeping.

Student Teacher — Ocean Springs School District

Ocean Springs, MS, August 2023 – December 2023

- Planned lessons, designed assessments, communicated with parents, and maintained detailed records.

Building Maintenance Tech — Boomtown Casino Biloxi

Biloxi, MS, April 2022 – July 2023

- Repairs and upkeep across the property; coordinated and logged work throughout the shift.

Heavy Duty EVS Attendant — Boomtown Casino Biloxi

Biloxi, MS, July 2014 – April 2022

- Maintained a 24/7 facility overnight; senior team member and on-shift point person — nearly 8 years, a strong record of reliability.

Customer Service Representative — Afni (Verizon Home Services)

Tucson, AZ, December 2011 – October 2013

- Handled a high volume of inbound calls; set up accounts and answered billing questions.
- Resolved billing disputes by comparing customers' recent bills line by line — repeatedly catching discrepancies several prior reps had missed.
- Used CRM software and maintained detailed, accurate records.

Crew Member — Peter Piper Pizza

Tucson, AZ, May 2011 – January 2012

- Customer service, food prep, and inventory tracking.

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, multiple terms)

CERTIFICATIONS & LICENSES

- Microsoft Office coursework (university, 2020)
- Mississippi Standard Educator License, Class A — Social Studies (endorsement 192), grades 7–12; valid June 2023 – June 2028
- Driver's License (Class C); clean driving record
- CPR / First Aid — previously certified (willing to recertify)