

VICTORIA K. HUGH

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Highly organized and detail-oriented administrative professional with 10+ years in HVAC office operations, dispatch, CRM management, customer service, and team support. Experienced in working independently, supporting remote teams, and creating efficient processes. Proven ability to manage scheduling, communication between techs and customers, documentation, and project follow-through. Seeking a remote office assistant role with an HVAC company where I can contribute to efficiency, professionalism, and customer satisfaction.

CORE STRENGTHS

- HVAC Dispatch & Scheduling
 - Remote Administrative Support
 - Customer Service & Client Relations
 - CRM / ERP / POS Systems
 - Process Creation & Documentation
 - Email & Phone Communication
 - Data Entry & Record Keeping
 - Team Collaboration
 - Problem Solving & Multitasking
 - Microsoft Office Suite / Google Workspace
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HVAC & OPERATIONS EXPERIENCE

Customer Service Manager (Dispatch & Office Support)

Modern Heating & Air Conditioning, LLC — Sept 2024 – Present

- Oversee dispatch for service technicians and manage scheduling.
- Train and support team members to improve efficiency and customer experience.
- Develop and implement office processes and communication systems.
- Coordinate with customers and technicians to ensure smooth service delivery.
- Support management in growing the division.

Operations Manager

Paragon Heating & Cooling, LLC — Jan 2023 – Mar 2024

- Managed daily office operations (calls, scheduling, vendor relations, CRM, bookkeeping).
- Created and implemented processes for service, installs, and customer communication.
- Provided administrative and customer support to technicians and leadership.
- Led marketing efforts and maintained records/documentation.
- Contributed to a 60% profit increase by improving workflow efficiency.

Customer Service Manager

Modern Heating & Air Conditioning, LLC — Jul 2019 – Oct 2022

- Built customer service/dispatch dept from 1 to 3 employees.
- Implemented CRM systems and productivity tracking tools.
- Coordinated scheduling, customer communication, and job follow-through.
- Created office procedures, onboarding processes, and install workflows.
- Managed transactions and internal coordination between departments.

ADDITIONAL EXPERIENCE

Tracker Boat Business Assistant

Bass Pro Shops — *Mar 2024 – Sept 2024*

- Coordinated sales, documents, inventory, and audits.
- Used POS and ERP systems; processed DMV title paperwork.
- Maintained communication between sales, service, and customers.

Licensed Transaction Coordinator

Edgehill Realtors (Pearce RE) — *Nov 2014 – Jul 2019*

- Managed 10-agent team pipeline and all transaction documentation.
- Coordinated communication between clients, attorneys, and lenders.
- Ensured deadlines were met and records were updated accurately.

Previous Roles: Customer Service, Retail Management, Data Entry

EDUCATION

State University of New York at New Paltz

Attended 2001 – 2005

Secondary Math Education

Alexander Hamilton High School — Graduated June 2001

National Honor Society | Top 10 of Class | Athletics

PERSONAL QUALITIES

- Extremely dependable & self-motivated
- Thrives in fast-paced environments
- Strong written & verbal communicator
- Loyal, supportive team member
- Always willing to help and learn
- Believes in “Happy customer, happy company”