

DEMOND BALENTINE SR.
Springdale, AR
(479) 250-2573 | demond.balentine@outlook.com
github.com/Debalent |

ON-SITE PROPERTY MANAGEMENT / CUSTOMER SERVICE PROFESSIONAL

SUMMARY

Customer-focused professional with experience in high-volume service environments, client communication, scheduling, issue resolution, and business operations. Known for professionalism, organization, follow-through, and the ability to manage multiple priorities in fast-paced settings. Strong communicator with a background in relationship-building, customer care, and performance-driven work. Comfortable learning new systems quickly and eager to contribute to resident satisfaction, occupancy goals, and daily property operations.

CORE SKILLS

Resident relations | Customer service | Sales and leasing support | Communication
Issue resolution | Scheduling and follow-up | Organization and time management
Professionalism and confidentiality | Team collaboration | Fast-paced environment support
Microsoft Office | Business operations | Reporting support | Learning new systems quickly

PROFESSIONAL EXPERIENCE

Founder & Lead Operator

Balentine Tech Solutions | Tulsa, OK | 2024 – Present

- Founded and operate a customer-focused business, managing client communication, project intake, follow-up, and day-to-day operations.
- Build and maintain professional relationships through timely communication, responsiveness, and strong customer service.
- Manage multiple priorities at once while staying organized, dependable, and detail-oriented.
- Represent the business professionally in networking and client-facing environments.
- Use initiative and problem-solving skills to support smooth operations and positive client experiences.

Appointment Scheduler

Aspen Dental | Tulsa, OK | Tulsa, OK | Oct 2023 – Oct 2024

- Manage high-volume inbound scheduling and communicate clearly with customers in a fast-paced service environment.
- Recognized as a Top Performer in February 2024 and April 2024 for production, quality, and customer interaction.
- Use active listening, professionalism, and consultative communication to guide customers through scheduling decisions.
- Handle customer questions, concerns, and schedule changes while maintaining accuracy and a positive experience.
- Support service goals by keeping workflows organized and ensuring timely

follow-up.

Customer Service Representative

Black Hills Energy | Fayetteville, AR | Aug 2017 – Feb 2023

- Assisted residential and commercial customers with account questions, service concerns, billing issues, and problem resolution.
- Communicated professionally with customers while managing difficult conversations and de-escalating concerns.
- Maintained quality assurance scores above department standards through accuracy, accountability, and service focus.
- Protected sensitive information and followed company procedures while resolving customer issues.
- Balanced multiple priorities in a high-volume environment while maintaining strong attendance and reliability.

Merchandise Pickup Associate

Walmart | Bentonville, AR | Apr 2015 – Aug 2017

- Delivered front-line customer service in a busy retail environment focused on order pickup, issue resolution, and customer satisfaction.
- Coordinated with team members to maintain accuracy, efficiency, and a positive customer experience.
- Helped resolve customer concerns quickly and professionally while maintaining service standards.

EDUCATION

Computer Science – Full-Stack Web Development

Atlas School | Tulsa, OK

Expected Graduation: August 2026

ADDITIONAL EXPERIENCE & RECOGNITION

- Builders+Backers Idea Accelerator – Participant
- OKSBDC – Business development advising
- Gradient – Member, Tulsa innovation workspace
- Atlas School – Featured in institutional marketing

TECHNOLOGY / OFFICE TOOLS

Microsoft Office Suite | Google Workspace | Scheduling systems | CRM-style workflows
Email and calendar tools | Data tracking | Business communication tools