

# DANIELLE HATFIELD

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## PROFESSIONAL SUMMARY

High level of performance in relationship-building, decision-making and communicating in a variety of fields. Management professional effective at building highly-motivated teams, as well as leading cross-functional teams in a fast-paced environment.

## SKILLS

- Exceptional interpersonal communication
- Customer Relationship Management Software (CRM)
- Skilled trainer
- Excellent time management skills
- Effective workflow management
- Microsoft Outlook, Word and Excel
- Interpersonal skills
- Criminal law knowledge

## WORK HISTORY

### Guest Relations Support Supervisor

*Red Robin International - Greenwood Village, CO*

08/2013 - Current

- Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
- Strong leader of customer support staff.
- Facilitated inter-departmental communication to effectively provide customer support.
- Trained staff on operating procedures and company services.
- Maintained up-to-date knowledge of product and service changes.
- Managed work flow to exceed quality service goals.

### Team Leader

*Two X Sea - San Francisco, CA*

05/2012 - 12/2013

- Coded and entered 6-12 invoices each day into the in-house accounting software.
- Verified each delivery against shipping instructions before delivering to customers.

### Administrative Assistant

*Personnel Plus/Unlimited Staffing Employment Agencies - Greenwood Village, CO*

03/2014 - 08/2014

- Compiled company information and related material and distributed it to candidates.
- Maintained strict note-taking during marketing field study groups in a fast-paced environment.
- Organized company records and filed accordingly, including updating and reviewing personnel files.

## EDUCATION

### Bachelor of Arts: Criminal Justice

*San Francisco State University - San Francisco, CA*

2012

Graduated Summa Cum Laude

Degree completed in 3 years, at the age of 20