

DANIELLE DOUGLAS

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OBJECTIVE To use my impeccable customer and perfect service skills to manifest with a company that gives me the opportunity to be a successful employee within their company. A tenacious individual seeking new challenges and experiences that will make a difference in the work I produce. An individual looking to utilize my knowledge to help retain current and potential customers.

SKILLS & ABILITIES RECEPTIONIST, MICROSOFT WORD;POWERPOINT;EXCEL;OUTLOOK, GUIDANCE CARE PORTAL,

CUSTOMER CARE PORTAL, ARGUS,COLD CALLING, DATA ENTRY, CASHIER, CUSTOMER

SERVICE, SALES, LEADERSHIP, TEAM LEAD

EXPERIENCE **HOUSEKEEPER EXTENDED STAY AMERICA**
OCT 2014-PRESENT

*Prepare cart for daily usage.*Cleaning both rooms for checkouts and stay-overs.*Providing guests with fresh towels, toiletries, and sheets.*Cleaning stairwells and vacuuming carpeted areas.*Attending meetings and additional help when needed. *Clean cart for next housekeeping and put away soiled laundry.

DILLARD'S VAS ASSOCIATE PREMIER STAFFING INC.
OCT 2014- MAR 2015

Working VAS to pack and complete various types of orders. Wrapping gifts and securing fragile product. *Handling high value merchandise carefully for ensured customer approval. *Going to other departments, such as ACTIVE, to pick online orders to be processed by VAS. Assist other associates with boxes or assistance.

GUEST SERVICE EXPERT SMASHBURGER
DEC 2013-APR 2014

*Greeting customers as they walk-in, answering calls, and taking to go orders.*Up-selling products such as shakes and malts. *Handling cash while counting down register. *Serving food from expo and also checking on tables to ensure satisfaction. Buss each table for new customer. *Solving problems such as order mistakes, miscommunication, and customer complaints. *Assist training new hires on daily routines.

CUSTOMER SERVICE SPECIALIST/SALES AEGIS/HUMANA
OCT 2012-JUL 2013

*Making outbound to Medicare members regarding prescription drug benefit and the mail order pharmacy included. Receiving inbound customer service calls from Non-Medicare and Medicare members for refills, order status, or enrollment.*Educating member with information that may assist them with deciding which option they may choose and savings on their medications.*Answer questions and rebuttal concerns about the affects it may have on their plan and their medications.* Being objective to finding alternate solutions where

member would benefit maximally. *Assist new agents on the floor that may be new or that needs assistance to complete an enrollment.

CASHIER ASSOCIATE FOREVER 21

JAN 2010- OCT 2012

*Greet customers, personal assist with styling, answer questions regarding merchandise.
*Check out merchandise while building report. *Provide customers with promotions sales, and any other saving opportunities. Answer questions about specific merchandise and direct them to the area or another team member that may be more knowledgeable. Meet sales quotas for our store as a team.

FRONT DESK/TEACHER LEARN LAUGH AND PLAY

JUN 2006- AUG 2009

*Answering the phone taking messages and answering questions for potential enrollments, or concerns. *Scheduling meetings for director with parents for tour. *Filing paperwork and organizing in alphabetical and numerical order. Organize files in filing cabinets. *Inputting daily use of supplies for record.*Teach toddlers riddles and songs to sing to build knowledge of basic skills.* Entertain children with fun outdoor/indoor activities. *Read books that teach basic knowledge of counting, alphabet, etc.

EDUCATION RANCHVIEW HS, IRVING, TX 2007-2011

DIPLOMA

ITS ACADEMY OF BEAUTY, IRVING, TX 2011-2012

COSMETOLOGY DIPLOMA

SKILL&ABILITIES PROBLEM SOLVING, SELF STARTING, CAN WORK WELL UNDER PRESSURE OR FACED PACED ENVIRONMENT RECEPTIONIST, MICROSOFT WORD;POWERPOINT;EXCEL;OUTLOOK, GUIDANCE CARE PORTAL, CUSTOMER CARE PORTAL, ARGUS,COLD CALLING, DATA ENTRY, CASHIER, CUSTOMER SERVICE, SALES, TEAM LEAD

REFERENCES AVAILABLE UPON REQUEST