

DANIELLE CASNER

Dependable * Tech Savvy * Dexterous Support

Westminster, CO

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7202732979

I possess a strong ability to work hand-in-hand with a diverse set of peoples and successfully reach a common goal. I specialize in interacting with both individuals and groups, finding and harnessing our strengths, and identifying multiple avenues of support for both our team and client(s). I thrive in situations that present challenges and allow the fruition of streamlining processes. I am hungry for knowledge and strive to update my skill-set with each opportunity that comes my way.

Authorized to work in the US for any employer



WORK EXPERIENCE

Administrative Assistant

Omni Financial - Broomfield, CO

May 2019 to September 2019

- Provided full administrative support for Associates, Senior Associate and Enrolled Agents
- Highly Proficient in Microsoft Office, Adobe Acrobat, and Google applications
- Composed professional and courteous correspondences for clients as well as Federal and State taxing authorities
- Obtained, analyzed, and transcribed financial statements for both personal and business clients
- Accurately compiled and completed several types of Federal and State tax documents including Powers of Attorney/Representation, hearing requests and appeals, lien releases, offers in compromise, installment plans, FOIA requests, etc.
- Negotiated collection holds and installment plans for both federal and state tax liabilities
- Review, interpret, and timely responded to notifications from federal and state taxing authorities
- Point of contact for clients to advise of next steps and needed action for successful protection and resolution strategies

Operations Coordinator

Senior Helpers - Denver, CO

October 2018 to May 2019

- Handled day-to-day operations and logistics for an in-home healthcare agency.
- Established lasting and personal relationships with clients
- Accurately input and verify new client information and successfully paired healthcare workers with clients for optimal care and assistance
- Scheduled care for both new and existing clients which changed on a daily and hourly basis
- Maintained military veteran files and worked hand-in-hand with the Colorado VA to ensure successful new clients onboarding, in-home health care and approvals for continued care without disruption of services
- Responsible for the information technology and troubleshooting of office hardware and software issues which included identifying and resolving machinery, network, OS platform, and healthcare software issues for workstations and devices.

Administrative Assistant

Front Range Community College - Westminster, CO

August 2015 to May 2018

Worked on campus while obtaining credits towards my A.A.S. and am now in transition to a university in order to complete my B.S. in Computer Information Systems. At the time, my work position was to support the Behavioral Sciences department which included all office responsibilities, data entry, copywriting, project management, social news, and any additional duties as requested.

Junior Associate

Coal Creek Financial, Inc. - Louisville, CO

May 2013 to February 2015

Front End Supervisor

Lowe's Home Improvement - Louisville, CO

June 2012 to May 2013



EDUCATION

Pursuing BS in Computer Information Systems

Front Range Community College (transferring to university) - Westminster, CO

May 2015 to April 2019



SKILLS

- **Advanced Microsoft Office (Word, Excel, Access, PowerPoint) (10+ years)**
- **Data Entry**
- **Administrative Support**
- **Executive Administrative**
- **Desktop Support (3 years)**
- **Customer Service Skills (10+ years)**
- **Training & Development (10+ years)**
- **Accounts Payable (5 years)**
- **Accounts Receivable (2 years)**
- **Management (10+ years)**
- **Customer Relationship Management (10+ years)**
- **Network Administration (1 year)**
- **Virtualization (1 year)**
- **Database Management (1 year)**
- **Cash Management (10+ years)**
- **Team Development (10+ years)**
- **Team Management (10+ years)**
- **Operations Management**
- **Logistics**
- **Motivated**
- **Organization**
- **Active Directory**
- **IT Networking and Topology**

- Sales
- Security
- Technical Support
- Vmware
- Windows Server
- Windows 7, 8, 10
- VMware ESXi
- VSphere
- HyperV
- Linux
- Cybersecurity
- Information Security
- Network Administration
- Network Protocols
- TCP/IP



ASSESSMENTS

Project Management Skills: Time Management — Highly Proficient

October 2019

Prioritizing and allocating time to effectively achieve project deliverables.

Full results: https://share.indeedassessments.com/share_assignment/gfjisurza48-iyxc

Technical Support — Highly Proficient

October 2019

Performing software, hardware, and network operations.

Full results: https://share.indeedassessments.com/share_assignment/0yaqao-r7rf5k-xy

Supervisory Skills: Directing Others — Proficient

October 2019

Motivating others to achieve objectives and identifying improvements or corrective actions.

Full results: https://share.indeedassessments.com/share_assignment/yrnmnumcaz-pz31

Electronic Medical Records Knowledge — Familiar

October 2018

Measures a candidate's knowledge of EMR data and associated privacy regulations, as well as best practices for EMR use.

Full results: https://share.indeedassessments.com/share_to_profile/0a9abb27c34d48d50fe3ad52e2b138aceed53dc074545cb7

Basic Computer Skills: PC — Highly Proficient

November 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: https://share.indeedassessments.com/share_to_profile/869c74bb7485d138073e5d7fa9c51991eed53dc074545cb7

Spreadsheets with Microsoft Excel — Highly Proficient

December 2019

Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals.

Full results: https://share.indeedassessments.com/share_assignment/hpyrsgsads3zogr

Receptionist — Expert

December 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: https://share.indeedassessments.com/share_assignment/r5ivrxqwtwalaegw

Administrative Assistant — Expert

December 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: https://share.indeedassessments.com/share_assignment/rc7xkv3ossq9yjp6

Logic & Verbal Reasoning — Highly Proficient

December 2019

Understanding the meaning of text, and identifying the relationships among words or concepts.

Full results: https://share.indeedassessments.com/share_assignment/n-7jvnwdkjpdxdge

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