

# Danielle Kelly

## Customer Service and operate cash register - 7 Eleven

Loveland, CO 80537

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Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Customer Service and operate cash register

7 Eleven - Loveland, CO - 2017-03 - Present

for all transactions including gas, and store products such as sodas, junk food, and cigarettes and alcohol with has allowed me to learn to look at customers identification

- Keep the store clean during mostly the evening close shift which includes mopping, and remove dust and dirt from products, stocking, checking in orders, and doing anything that hadn't gotten done by the other shifts.
- Print out reports, do the overnights mostly with a couple of dayshifts, which include getting duties set up for morning/ any other shift, and excellent customer service above all else.
- Have covered over 20 shifts last minute for other co-workers in the time I have been here. I have yet to call in for an absence.

#### Customer Service and operate cash register

Shell Station Store - Loveland, CO - 2016-07 - 2017-02

for all transactions including gas, and store products such as sodas, junk food, and cigarettes with has allowed me to learn to look at customers identification

- Keep the store clean during mostly the evening close shift which includes mopping, and remove dust and dirt from products.
- Print out reports, do closing shifts which include getting duties set up for morning shift, and locking and setting the alarm for the store

#### Technical Support Representative

Paragon Development Systems - Madison, WI - 2014-11 - 2015-08

- Assisted customers with utilizing company software, promoting fewer callbacks and empowering customers
- Handled escalated calls for peers, working with the customers to ensure that they are calm and satisfied by the end of the call
- Completed tickets efficiently preventing backlogs and streamlining the workflow for peers

#### Extended Business Office Collector

State Collection Service Inc - Madison, WI - 2013-10 - 2014-10

- Operated all communication systems in timely and organized manner allowing for an efficient office
- Utilized over 8 different pieces medical and financial software, enabling cross company Compatibility, increasing overall revenue while easing the work load on the collective team
- Managed patient's medical records and billing on multiple clients behalf, giving customers positive experience and ensuring long lasting partnerships with the clients

### EDUCATION

#### Certification

Front Range Community College Fort Collins - Fort Collins, CO  
2012-01 - 2012-04

## SKILLS

CUSTOMER SERVICE, RECEPTIONIST, RETAIL SALES, OFFICE MANAGEMENT, OUTSTANDING COMMUNICATION

## ADDITIONAL INFORMATION

### Highlights of Qualifications

- ◦ outstanding communication skills-both verbal and written
- ◦ Quick thinker with creative ability, and able to learn quickly
- ◦ well versed in many fields such as Retail Management, IT Technologies, Office Management
- 10 years in jobs that all revolved around customer service which has made me able to work in many different environments