

Danielle Perea

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Objective

To provide a professional and comfortable experience in a timely fashion to those in need of assistance.

Experience

Senior Helpers Homecare

8/2022 – 04/2024

Operations Assistant / Receptionist/ Senior Helpers Homecare

Communicated with clients and caregivers and directed calls in a professional, friendly and respectful manner. Sorted mail for both in and out bound. Assisted with weekly orientations brining on new caregivers weekly. This did consist with training videos as well as generation profiles for each new candidate with our software (MatrixCare). Helped caregivers to regain access to software (password resets-troubleshoot). Assisted as needed with others in the office. I have scheduled both caregivers with clients and as well RN's with clients per state guidelines (VA clients). Maintained a clean and presentable front office area. Worked on-call as scheduled.

Fine Airport Parking

12/2017 -04/2022

Supervisor/Dispatcher/Office Liaison

Provided excellent customer service to the traveling public. Placed the needs of the customer before all job duties to ensure that the experience was at an excelled level. Placed orders of roses to our main out post from out of state, to arrive in a timely manner for our customers. Dispatched shuttles to arriving and returning customers within a 7-10 min. Rotation. Spoke with customers and co-workers with the greatest respect, even within times of communication difficulties (language barriers/radio communication). Assisted with payroll (biweekly)-Paycom and Paylocity. kept in close communication with our HR department (out of state). Assisted with scheduling of drivers and time of request. Assisted with communicating with management to either customer/employees. Assisted with call offs by moving myself into other positions to keep up with the flow of communications to the customer (greeting/cashier). Handled cash flow and audits of all cashiers of all registers.

Canopy Airport Parking

12/2017-10/2012

Cashier/Dispatcher/Supervisor

Dispatched 12-13 shuttles per shift. Cash handling, along with audits of registers also of key handling. Key (customer audits) were handled under the matching of type of car space parked with vehicle verified of daily drive through of the lot in the valet parking.

Education

- Emily Griffith Technical School, Denver, Colorado 2002
- Received honors of the Ethnic Speakers Board for Latina Women
- Drafting certifications in Architectural engineering, Mechanical engineering, HVAC, Civil/Surveying and Plumbing and Electrical Schematics

Communication

Speaks English only. I am willing to learn another language where it can connect me to other diverse communities. I can communicate professionally, verbally and in writing.

Leadership

I am looking to advance myself as a caring individual to listen to with a caring personality. I have performed my duties to the extent of a leader (supervisor) and look forward to continuing to do so. I enjoy teaching those that are thriving and eager to learn. If I can be of any assistance to anyone, I am more than happy to be of any type of support.

References

Available upon request