

# DANNIELLE NEWBOLES

## **Customer Service, Warehouse, Janitorial**

Galva, KS 67443

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6204800919

Achievement-driven Customer Service specialist with 10+ years' experience in providing exceptional service to customers. Excellent communication, problem solving and time management skills along with prior cash handling experience. I trained in different sub-fields of Customer Service industry. I'm proficient in conferring with customers by telephone or in person to provide information about products or taking and entering orders, canceling accounts and obtaining details of complaints. In-depth knowledge of principles and processes for providing customer and personal services that includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Authorized to work in the US for any employer

## Work Experience

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### **Cashier**

Quick Pick - McPherson, KS

August 2016 to Present

Customer service, stocking, ordering inventory, preparation for lunches, cash register and credit card handling

### **Janitorial**

M - McPherson, KS

September 2018 to April 2019

Cleaned offices at CHS, took trash out, cleaned windows, vacuum,, Dust,

### **Receiving Clerk**

Arnold Group / Dean & DeLuca, 3P processing - Wichita, KS

July 2015 to May 2016

#### Responsibilities

I am responsible for the receipt, verification and recording of materials and products that come into the facility. After receiving packages, I unpacks them and looks over the contents. During the unpacking process, I normally counts the items in the box and compares them to the invoice. Then label the product and place into inventory.

#### Skills Used

Computer Knowledge, Calculator

### **Warehouse Worker**

Express Services, Inc - Salina, KS

October 2013 to July 2015

I worked on the assembly line and checked lamps to make sure the ends were attached and pulled bad or broken lamps. Also did inventory and quality control?

### **Front Desk Clerk**

Days Inn - McPherson, KS  
November 2010 to October 2013

Checked in guest, made reservations and cancelled reservations via in person, over the phone or through fax, dealt with guest face to face and over the phone, finished up the laundry if the shift before me wasn't able to, handled any issues that came up and cleaning up the front lobby

### **Receptionists and Operators / Credential Specialist**

Professional Healthcare Management - Carrollton, TX  
February 2004 to December 2008

Carrollton, Texas

Greeted callers and directed them to the departments, faxed, filed, and made copies. Track mailed applications, including but not limited to: delivery of documents to Provider Network; communication with Provider Networks to insure all documentation is received and in progress; tracking contract progress once contracts between the Provider and the Provider Network has been signed and submitted; and final tracking to insure that Provider is listed correctly in the Provider Network Directory, of which most are internet based.

- Waiter/Waitress

### **Data Entry Clerk**

Arch Wireless - Irving, TX  
May 1998 to October 2002

I entered all customer contracts received from all the stores. Re-programmed pagers, troubleshoot, ordered new pagers and upgrades. I received 2 awards for outstanding customer service.

## Education

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### **High school or equivalent**

## Skills

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- Multitasking (5 years)
- Computer Knowledge (10+ years)
- Data Entry (10+ years)
- Well organized and detail oriented (10+ years)
- Ability to work independently and utilize research techniques to resolve issues (10+ years)
- Ability to interface with all departments, management levels and customers (10+ years)
- Strong ethics, values and integrity (10+ years)
- Customer Service (10+ years)
- Typing (8 years)
- Excel (5 years)
- Powerpoint (5 years)

- Office Equipment (7 years)
- Microsoft Office (5 years)
- Money Handling (10+ years)
- Multi-Line Phone System (7 years)
- Assembly (10+ years)
- Windows Xp (5 years)
- Inventory Control (5 years)
- Communications (10+ years)
- Multi-tasker (10+ years)
- Shipping Receiving
- Picker Packer (5 years)
- Order Puller (5 years)
- Warehouse Associate (10+ years)
- Unloading (10+ years)
- Forklift
- Loading
- Shipping (5 years)
- Order Entry (5 years)
- Computer Networking (10+ years)
- Quality Control (5 years)
- Laundry (3 years)
- Pallet Jack (5 years)
- Operating Systems
- Help Desk (10+ years)
- Technical Support
- Troubleshooting (5 years)
- Active Directory
- Network Support