

SERAENAH DAVIS

777 N River Dr, Kankakee, IL 60901
708-595-5114 seraenahd@gmail.com

EXPERIENCE

STAFFING SPECIALIST, PeopleReady, Inc.

March 2025 – June 2025

Supported staffing operations by matching workers with job assignments, conducting interviews, onboarding new hires, and maintaining strong client relationships. Helped ensure timely placement of candidates and accurate completion of employment paperwork.

SENIOR CUSTOMER RELATIONS REPRESENTATIVE, PeopleReady, Inc.

November 2021 – June 2025

Managed customer inquiries and escalations with professionalism and efficiency across phone, email, and chat channels. Trained and supported new hires, documented service procedures, and coordinated with internal departments to resolve complex customer issues. Improved customer satisfaction by streamlining case resolution workflows and maintaining a strong knowledge of company policies and products.

FILE CLERK / RECEPTIONIST, Lutheran Social Services of Illinois

February 2020 – Present

Maintenance of client files for a foster-care program in accordance with state regulations and agency requirements to ensure accuracy and accessibility. Responsibilities include filing, preparing closed cases, and receptionist duties. Provided support to the Office Manager and tracked office supplies.

ASSEMBLY TECHNICIAN I, Stryker Corporation

July 2017 – August 2019

Worked under minimal supervision to manufacture, test and provide facility support for electromechanical medical equipment. Trained new hires and ensured all builds met tolerances and product specifications.

ASSISTANT TEACHER - TODDLERS, Bullfrogs & Butterflies Christian Learning Center

February 2018 – July 2018

Cared for children ages 2-5 using developmentally appropriate learning techniques. Encouraged socialization, play, and physical needs through creative games and scheduled routines.

ASSEMBLY TECHNICIAN TEMP, OnStaff USA

May 2016 – July 2017

Responsible for the manufacture and testing of medical equipment at Stryker Corporation.

FREELANCE CATALOGUER,

October 2017

Inventoried and catalogued a private collection of approximately 300 books. Entered data into a searchable Microsoft Access database for indexing.

FILES ORGANIZATION VOLUNTEER, ARMA Chicago

June 2014

Assisted in the Chicago YMCA records cleanup project with a team of 5. Organized and prepared files for transport to offsite storage.

PRIVATE CHILD CARE PROVIDER, Chicago

June 2011 – August 2013

Provided childcare for a family with two children. Supervised, educated, and ensured daily routines were maintained in a safe and engaging environment.

EDUCATION**KALAMAZOO VALLEY COMMUNITY COLLEGE**

Major: Criminal Justice (September 2015 – May 2016) **SOUTHWESTERN**

MICHIGAN COLLEGE

Major: Criminal Justice (September 2014 – May 2015)

SKILLS

- Working knowledge of Microsoft Office Suite including MS Word, Excel, Access, and PowerPoint.
- Effective oral and written communicator across all organizational lines.
- Great organizational and interpersonal skills.
- Aptitude for handling machinery and precision tools with focused attention to safety and detail.
- Fast learner with a desire to be cross-trained.
- Dependable and highly effective working as a team or independently.
- Punctual, with excellent time management and task organization skills.
- 2018 First aid and CPR certifications.

VOLUNTEER

- Students Against Drunk Driving
- Open House Chicago Architectural Tour Guide – Kemper Building – October 2013

- Chicago Cares Serve-a-Thon, Kemper Team – June 2014
- ARMA Chicago YMCA Records Cleanup – June 2014