



Danielle Bourque

71 Asteria Lane, apt. 308
Rochester, NH 03867
(603) 948 9371
nhnative2020@gmail.com

SKILLS

Leadership
Teamwork
Problem Solving
Training Experience
Communication
Detail Oriented

EXPERIENCE

Liberty Mutual - Associate Tech Support Agent Contracted by ProUnlimited

January 2021 – current:

I started working in the help desk in January and I have been working full time here since February. I started as a part-time contractor in January, and quickly moved to full-time. Before my current position, I had only ever worked customer service. This came in useful for my current position. I try to give each person who calls in to the IT Help Desk a great experience by providing them with friendly and direct service.

Lowes, 124 Milford Road W. Unit 15, Amherst, NH 03031

Full Time Outdoor Lawn and Garden Associate

May 2020 – Current

- I fill our shelves with products from top stock.
- I take care of our wide variety of plants.
- I fulfill online orders.
- I occasionally will use our MS-DOS based PC system to cashier when the front-end needs help maintaining lines.

Dead River Company, 432 NH 108, Somersworth, NH 03878

Evenings dispatch



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January 2020 – May 2020

- I would relay no heat calls to drivers or techs.

Hannaford

Service Leader/Expediter

August 2019 - January 2020 (201 John E. Devine Dr, Manchester, NH 03103)

September 2015 - August 2019 (11 Milton Rd #2, Rochester, NH 03867)

- Have the responsibility of making sure the front end and Hannaford To Go is running smoothly and that every customer would leave happy.
- I also work the customer service desk. I often hear customer feedback and do lottery sales. I used to do jobs like bill pay and Western Union back when we offered it.
- I trained and mentored multiple associates on the front end as well as Hannaford To Go.

Allied Universal, 150 Liberty Way, Dover, NH 03820- Security Guard

January 2017- August 2017

- Guard the building at night, performing patrols.
- Check people in and out of the building, giving people access to certain doors and buildings

Liberty Mutual, 150 Liberty Way, Dover, NH 03820 - Associate IT Agent

January 2021- July 2023

- Would troubleshoot/repair internal applications and network issues