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| Dannielle Dennis | |  |  | | --- | --- | | 11009 E 72ND Street  Raytown MO, 64133 |  | | (816)805-8610 |  | | Dannielledennis@gmail.com |  | | https:/www.linkedin.com/in/dannielle-dennis-570bb5165 |  | | Twitter/Blog/Portfolio |  | |

# Skills

|  |  |
| --- | --- |
| * Collaborative Problem Solving * Adaptable to Technology * Verbal and Written Communication * Customer Support * Multitasking * MS Office * Client Focused * Detail oriented | * JIRA * Workday * AWD/TA2000 * Project Coordination * Outlook * SmartDesk2 * Mainframe (3270) * Powerselect |

# Experience

### october 2016 – present

## Client Relations Specialist / DST Systems Inc. Kansas City, MO

* Provide daily client support, including responding to client inquiries, setting up security enrollment in products, hosting and scheduling client calls and meetings.
* Research reports aimed at overall quality improvements and updating and maintaining documentation and procedures.
* Gathers and writes requirements for large scope projects and analyzes information for problem resolution.
* Coordinate and lead projects such as new fund launch, account history purge, disaster recovery, client conversions and fund mergers.
* Support multiple clients (John Hancock, Harbor Funds, Wells Fargo, Transamerica and Putnam) on a daily basis, assisting either technical support questions, issues or escalations.

### jAnuary 2014 – october 2016

## Mutual Fund Representative II/ DST Systems Inc. Kansas City, MO

* Provide high quality client account service by processing redemptions, wire transfers, purchases and exchanges.
* Establish new client accounts and assist with step-by-step online access enrollments.
* Respond to client inquiries pertaining to certain legal, regulatory and tax-related issues as well as routine account maintenance.
* Identify clients’ needs/problems and handling them with urgency, professionalism and efficiently; determining alternative solutions; resolving the problem using current workflow procedures.
* Support multiple plan types such as IRAs, TODs, Coverdell, 401K plans, Money Markets and Non-IRAs accounts for Deutsche Asset and Wealth Management.

### june 2013 – december 2013

## Front Desk Attendant/ Quality Suites KCI, Kansas City, MO

* Process reservations for registered guests and assist with accommodations such as arrange shuttle rides, recommend dining options and local attractions.
* Direct hotel staff by assigning daily tasks for maintenance, room service and housekeeping.
* Handle payments, vouchers and guest refunds. Maintain a clean and neat front desk and lobby.

### january 2013 –june 2013

## Level-1 Med Aide (LIMA)/ Heritage Village of Gladstone, Gladstone, MO

* Monitor and dispense daily prescription medications to patients. Record daily vitals, update Medication Administration Record (MAR) and count controlled substances.
* Administer subcutaneous insulin and record blood sugar levels.
* Report medication errors and process patient refills through pharmacist.
* Assist patients with daily self-care and hygiene necessities.

### August 2009 – january 2013

## Assistant Site Supervisor/ YMCA Kansas City, MO

* Plan and implement developmentally appropriate program using YMCA School age Curriculum.
* Maintain open communication with parents and school district personnel.
* Carries out supplementary planning responsibilities and prepare classroom materials, bulletin boards and learning centers.
* Attend weekly/monthly meeting and training, record and collect payments. Relate, engage and interact with children across multiple age groups.
* Direct child care assistants and other supporting staff members with daily duties.

# Education

### august 2007-may 2011

## General Education/ Platte County R3 High School, Platte City MO

Diploma obtained. Member of FBLA and Vice President of 2011 DECA Chapter, Participate of Northland Career Center Marketing 1&2

### january 2013

## Certified Level-1 Med Aide/ Heritage Village of Gladstone, Gladstone MO

Obtained LIMA License and Insulin certification