



# Danielle Oakes

1363 Auburn Ave, Naperville, IL 60565  
Danielle@peasantqueen.com  
(815) 508-1982

**Education:** B.A. from Northern Illinois University, 2003, major: Media Communications, minor: Spanish, University and Departmental Honors.  
Currently enrolled in Graduate program at Dominican University

## **Experience:**

**Employer:** First Choice Dental Lab, Downers Grove, IL

**Position:** Customer Service

**Dates worked:** September 2015-Present

**Skills:** customer service, data entry, shipping and receiving, scheduling pickups and deliveries, sanitization, materials handling

**Employer:** Intelligent Office, Schaumburg, IL

**Position:** Intelligent Assistant

**Dates worked:** September 2014-September 2015

**Skills:** receptionist, customer service, mail handling, scanning, copying, faxing, open/close of office, booking appointments and meeting rooms, updating social media applications, bookkeeping, billing, reconciliations, audit, sales, conducting tours, programming phone switches, using call pilot to create, edit, and delete voicemail boxes for Nortel, programming security badges and doors

**Employer:** JoAnn Fabrics, Peru, IL, Rockford, IL, Round Lake Beach, IL, McHenry, IL

**Position:** Merchandising Team Leader (Operations Team Leader, Floor Team Leader, Acting Store Manager)

**Dates worked:** October 2012- September 2014

**Skills:** scheduling team members, open/close of store, cash handling, receiving/freight, ordering, filing, payroll, compliance, fabric flow/presentation, training, overseeing all education classes, setting store to planograms and standards, customer service, teaching classes

**Employer:** Northern Illinois University Convocation Center, DeKalb, IL

**Position:** Events Administrator (Ticket Specialist I, II)

**Dates worked:** July 2002-February 2012

**Skills:** scheduling workers, training, cash handling, deposits and reconciliations, event planning (including computer programming) with Ticketmaster, Archtics, AutoCAD, and Photoshop, customer service, phone and direct sales, filing, administrative assistance, compliance, team travel, creating and implementing new standard operating procedures

**Employer:** Renaissance Entertainment Productions; Bristol Renaissance Faire, Kenosha, WI

**Position:** NPC Renquest

**Dates worked:** May 2010-September 2010, May 2011-September 2011

**Skills:** acting in interactive theatrical experience, set creation, script creation, script execution, set up and tear down of faire site daily, cash handling,

**Other Skills:** Microsoft Office, Quickbooks, AutoCAD, HTML, Photoshop, Premiere, Illustrator, DVD creation, website creation, app store and android programming, CPR and Fire Safety, speaks/writes English, Spanish, and American Sign Language.

**Hobbies:** traveling, GPS/geocaching, fitness, scrapbooking, quilting, knitting, artist, author, B.A.R.F.S. book club, Habitat for Humanity, snowboarding

**Additional Experience:**

- Zombie Drop (dir. Kevin Oakes)- grip, cameraman, 06/2013
- K-mart- seasonal, electronics associate, selling televisions, computers, stocking, setting planograms, 10/2012-1/2013
- Between The Lines (dir. Kyle Niemer), Midnight Hour Films- production assistant, grip, 07/2013
- Home Accents and Gifts- sales associate, open close of store, stocking, Peru Mall store, 9/2004-12/2004
- GKC Theaters- usher, concessions, projectionist, cashier, worked with all aspects of film, money, and food, 10/2003-05/2004
- For Love Of The Ride (dir. Danielle Dushek)- director, producer, 04/2003
- The Michael Moore Effect (dir. Danielle Dushek)- director, producer, 04/2003
- Legacy of Alucard (dir. Jaysin Osterkamp)- assistant director, 10/2002
- NIU Department of Geography- web design, 5/2002-9/2002
- North Park Library- library technician, adding/removing books from inventory, inter-library loan, adding to the computer catalog, adding metal strips to books, 1999-2000
- North Park Theater- stage assistant, worked with props, building sets, script supervision, painting, set design, audio, lighting, budget, 1999-2000
- McDonalds- cashier, 1997-1999
- RGIS- inventory, 1999
- Pioneer-Kaiser- corn de-tasseling, 1998
- Big Apple Bagels- cashier, sandwich maker, cleaning, coffee barista, 1997-1998
- St. Bede Library- library tech, filing, shelving, cleaning, 1996-1999
- Scoma's Hair Salon- cleaning, filing, 1995

**References:**

- **Liz Markham Koenig**  
[Markhamea22@gmail.com](mailto:Markhamea22@gmail.com)  
262-203-1909  
relationship: former boss at JoAnn Fabrics
- **Eric Schultz**  
[schultze399@cod.edu](mailto:schultze399@cod.edu)  
815-901-1898  
relationship: former boss for 10 years at NIU
- **Matt Cushing**  
[matt@firstchoicelab.com](mailto:matt@firstchoicelab.com)  
630-541-7666  
relationship: current employer