



Danielle Oakes

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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-April 2018

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
262-203-1909
relationship: former boss at JoAnn Fabrics
- **Eric Schultz**
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relationship: former boss for 10 years at NIU
- **Matt Cushing**
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