***Danielle Mason-Botsford***

327 SE 139th

Portland, Oregon 97233

503-719-1845

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***QUALIFICATIONS:***

* Work well without supervision
* Excellent cash handling skills
* Ability to prioritize and remain focused on the essence of an issue
* Excellent with customer support services
* Skilled at learning new concepts quickly while working well under pressure

***EXPERIENCE:***

06/2010-Present **ClubSesso**Portland, Oregon

*Volunteer*

* Gave tours at the club.
* Followed OLLC guide lines
* Greeted and Thanked Customers
* Maid Service
* Customer Service

03/2003-Present **Mrs. Simonis** Gresham, Oregon

*Nanny*

* Attended to the daily needs of a child with Asperger’s
* Mail
* Phone messages
* Maid services
* Food services

09/2007-12/2007 **Fascinations** Milwaukie, Oregon

*Customer Service*

* Maid Services
* Register
* Open/Closing procedures
* Customer service

08/2007-09/2007 **Tebos**  Gladstone, Oregon

*Customer Service/Food Service*

* Customer service
* Cash register
* Food preparations
* Open/Close procedures
* Maid Services

05/09/07 - 05/25/07 **Channel Force Inc**  Gladstone, Oregon  
06/05/07 - 06/25/07  
*Customer Service*

* Multi-line phones
* Cingular to AT&T transfer
* Seagate
* Outbound Calls
* Inbound Calls

03/2003-03/2007 **Multnomah County Democrats** Portland, Oregon

*Volunteer/Intern*

* Managed office documentation.
* Greeted and directed visitors / customers to their destination and provided general information.
* Answered multi-line telephone, routed calls, and took accurate messages.
* Performed faxing, photocopying and filing duties.
* Assisted supervisor with special projects.
* Entered sensitive and confidential information into their database.

10/2003-08/2006 **Livebridge/ACS** Portland, Oregon

*Bridge Rep*

* Customer service inbound phone calls for Verizon Wireless
* Supervisor customer service inbound phone calls for Verizon Wireless
* Apply/Deny credits for accounts
* Inbound credit card applications
* Customer service inbound phone calls for Verizon Wireless LNP team
* Supervisor customer service inbound phone calls for Verizon Wireless LNP team
* Trained other members in the Verizon Wireless customer service, LNP, and credit card application groups

03/2003-10/2003 **Office Depot**  Gresham, Oregon

*Customer Service*

* Customer service
* Cash register
* Open/Close procedures
* Inbound calls
* Stocking
* Maid Services

09/1992-03/2003 **Mr. & Mrs. Clement** Santa Fe, Texas

*Nanny*

* Phone Services
* Food Services
* Attended to the daily needs of four children of different ages
* Mail
* Maid Services

09/1992-03/2003 **Nu-Look Concrete** Santa Fe, Texas

*Customer Services*

* Customer Services
* Phone Services
* Working in the field
* Mail

09/2001-06/2002 **Bebco** La Marque, Texas

*Receptionist/Project Coordinator Assistant*

* Multi-line phones inbound and outbound
* Customer service
* Took messages
* Inbound and outbound invoices
* UPS
* Handled inbound and outbound mail
* FedEx
* Managed employee hours with a program called COSS
* Payroll
* Inventory
* Filling
* Stored project data in secure areas

03/2001-08/2001 **Wal-Mart** Texas City, Texas

*Jewelry Sales Coordinator*

* Maid Services
* Register
* Open/Closing procedures
* Customer service
* Trained other associates
* Cash, Credit, Debit, Check handling procedures
* Merchandising

05/1998-08/1998 **Congressman Nick Lampson** Galveston, Texas

*Volunteer/Intern*

* Maid Services
* Customer service
* Multiline inbound and outbound phones
* Handled inbound and outbound mail
* UPS
* FedEx
* Filed paperwork, which included sensitive and confidential information regarding constituent cases.
* Took phone messages
* Entered data into their database on any constituent who was asking for any form of help

***EDUCATION*:**

October 2001 **G.E.D College of the Mainland** Texas City, Texas

September 2007-Present **AAOT**  **Portland Community College** Portland, Oregon