**Danayshea (Es’Prit) Hodge**

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**Objective:**

Seeking a fulltime position that gives me the opportunity to advance in the future. A place where I can put my people, customer service, and admin skills to use. . I am able to start ASAP. I have years of experience in Customer Service and Admin experience. I have great references that are available upon request and I am very flexible with hours and overtime. I learn quickly and have experience in word, PowerPoint, and excel.

**Summary of Qualifications:**

* Over 6 years of Strong Customer Service
* Over 8 years of strong Admin and Clerical
* Over 4 years of working in a Law office setting
* Very Versatile and working environment.
* Excellent oral and written communication skills.

**Education:**

* **Central Catholic 2000-2004**
* **Portland Community College 2010- Current**
* **Candidate for the AAS Paralegal Program in 2014**

**Work Experience**

**Mens Warehouse, Consultant**

**Houston, TX**

**2013-2013**

High volume Incoming and outgoing calls on a daily basis. Over 200 daily calls for customers in the U.S. and Canada. Consulting with customers regarding their wedding plans and setting appointments. Recognized for having the number one conversion in February and March.

**IRT, Customer Service**

**Houston, TX**

**2012 to 2012**

Answering high volume calls on a daily basis, troubleshooting phones, billing support, taking

Payments, bill advising and customer Support.

Accomplishments

• Recognized for low Average Call times

• Recognized for low wrap-up times and low hold times

• Rewarded for outstanding Customer Service

**Curphey and Badger Law, Customer Service/ Admin**

**Tampa, FL**

**2011 to 2012**

Deed Specialist, Answered phones, setup board meetings, corrected and made new deeds according to state guidelines and regulations. Made deeds surrounding: marriage, divorce, death, and custody. Dealt with lawyers on a daily basis face to face, via email and over the phone

Accomplishments

• Recognized for making all deadlines in a timely and orderly fashion

• Provided outstanding customer service

**Head Start, Family Worker**

**Tampa, FL**

**2010 to 2012**

Family caseworker for parents and students. Worked with parents on saving plans and community assistance, family resolution, safety plans, and career outlooks.

Accomplishments

• Recognized as Star Caseworker of the month

• Resolved cases in a timely and orderly manner

• Helped Parents come up with healthy organized plans

**Spears and Spears Property Management**

**Customer Service/ Admin**

**Portland, OR**

**2005 to 2010**

Worked with high volume of calls, handled making and setting appointments, maintained word and excelinformation, set up board meetings, helped with new hires, training new hires, maintained all office work,some payroll, filing, faxing, and scanning.

**Intern/Admin**

**Stahancyk, Gearing, Rackner and Kent Law**

**Portland, OR**

**2003 to 2005**

Worked with high volume of calls, handled making and setting appointments, maintained word and excel information, set up board meetings, filing, faxing, and scanning, delivering information to and from other Law firms

**Education**

**Portland Community College -**

Portland, OR

2008 to 2010

**Diploma**

**Central Catholic High School -**

Portland, OR

2000 to 2004

Currently attending PCC again in the Paralegal department,

Candidate for the 2014 class

**Additional Information**

**SKILLS**

• Honors English

• A/P Science

• Volunteered way over the required minimum hours: Providence Care Center, KASA for kids and International House of Spanish