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| 3109 Z Street, Vancouver, WA 98661• (360)521-9001• destinid1992@gmail.com | | | |
| Destini Darnell | | | |
| Profile | | | |
| More than 2.5 years’ successful experience in customer service and support with recognized strengths in problem-solving and trouble-shooting, getting passengers to final destination, and planning/implementing proactive procedures and systems to avoid problems in the first place.   * Possess solid computer skills and multi-line phone usages. * Excellent working knowledge using both Microsoft Excel, Microsoft Word. * Ability to train, motivates, and supervises customer service employees. * Excellent at working under pressure and in a timely manner. * Ability to work multi-line phones. * Excellent 2-way radio experience. * Basic knowledge of Credit Card Machines. | | | |
| Experience | | | |
| 7/2010-Present | | Huntleigh USA | Portland, OR |
| Wheelchair Pusher  * Assisted customers with food selection, inquiries and other customized requests. * Get customer to final destination in a timely manner. * Politely assist customers in person. | | | |
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| 7/2010-5/2012 | | Huntleigh USA | Portland, OR |
| A gates coordinator  * Assist Horizon Airline Agents with preboard’s. * Assist customers with and customized requests while in the A gates. * Attend to any and all gates when paged over intercom. | | | |
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| 7/2010-Present | | Huntleigh USA | Portland, OR |
| Dispatcher (As needed)  * Politely assist customers and airline agents via telephone. * Accurately write down all information about passengers and/or inbound flights. * Directed calls to appropriate individuals and departments. | | | |
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| 9/2012-2/2013 | | DSHS/COPES | Vancouver, WA |
| Home Care Aide  * Take care of consumer doing house work and anything they couldn't do themselves. * Gave showers, make meals, did shopping and assisted taking to doctor’s appointments. * Helped assist with making of bed and dealing with pets. | | | |
| Education | | | |
| 9/2006-6/2010 | Skyview High School | | Vancouver, WA |
| High School Diploma  * TA-Teachers Assistant (Wing Clerk & Attendance Secretary) 2008/2009-2009/2010 * Child Development (Kindergarden-2nd grade) 2008/2009-2009/2010 * Yearbook 2008/2009-2009/2010 * Graphic Design 2009/2010 | | | |
| References | | | |
| * Jamie Gaines (541) 281-3511 * Maggie Ayon (360) 977-9138[**Anastasia Macpherson**](https://www.facebook.com/anastasia.macpherson) * [Anastasia Macpherson](https://www.facebook.com/anastasia.macpherson) (503) 887-1931 * Sherri Townsend Alexander (360) 281-1581 | | | |