

# Cleniq Danes

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## Education

01/2023 – 08/2025 Omaha, US	<b>Bachelor's Computer Science</b> , <i>University of Nebraska</i> Junior Cybersecurity Major
10/2014 – 11/2017 Phoenix, US	<b>Associate's Degree</b> , <i>University of Phoenix</i> Business Administration

## Skills

**Adaptability • Communication • Customer Focus • Problem-Solving • Team Collaboration**  
**Web Development Languages** (HTML, JavaScript, CSS) • **Quality Control** (Inspection and Testing)  
**Troubleshooting • Data Analysis** (Identifying Trends, Patterns, and Correlations) • **Critical Thinking**

## Experience

03/2019 – present Omaha, NE	<b>Web Specialist</b> , <i>The Antisocial Store (Freelance)</i> <ul style="list-style-type: none"><li>• 10-15 hours per week</li><li>• Expertise in troubleshooting and network capabilities. Skilled in diagnosing and resolving web-related issues, optimizing network performance, and maintaining the functionality of web-based systems.</li><li>• Develops and maintains visually appealing and user-friendly websites utilizing HTML and JavaScript.</li></ul>
06/2022 – 01/2023 Omaha, NE	<b>Member Support Consultant</b> , <i>LinkedIn (Contract)</i> <ul style="list-style-type: none"><li>• Provided assistance and support to customers, addressing inquiries and resolving issues promptly and courteously.</li><li>• Utilized a strong understanding of both customer relationship management (CRM) software and ticketing systems.</li><li>• Collaborated with cross-functional teams to develop and implement member-focused solutions, contributing to improved customer satisfaction and retention rates.</li></ul>
08/2018 – 03/2019 Council Bluffs, IA	<b>Production Worker</b> , <i>Warren Distribution</i> <ul style="list-style-type: none"><li>• Operated machinery and equipment to assemble, manufacture, and package products according to established production guidelines.</li><li>• Collaborated with engineering and quality control teams to improve production processes and increase efficiency.</li><li>• Monitored and identified defects or issues in products and implemented corrective actions promptly.</li></ul>
06/2021 – 12/2021 Omaha, NE	<b>Customer Service Representative</b> , <i>Alorica</i> <ul style="list-style-type: none"><li>• Interacted with customers via phone, email, and chat to address inquiries, resolve issues, and provide product information, ensuring a positive and helpful customer experience.</li><li>• Maintained accurate and detailed records of customer interactions, transactions, inquiries, and feedback in the company's database.</li><li>• Collaborated with cross-functional teams to escalate complex issues, coordinate solutions, and implement process improvements, contributing to enhanced customer satisfaction.</li></ul>

12/2021 – 04/2022  
Omaha, NE

**Sales Representative II, Terminix**

- Identified and pursued potential leads through market research, cold calling, and networking, resulting in the expansion of the customer base.
- Presented and demonstrated products or services to prospective clients, highlighting their benefits and tailoring presentations to match client needs.
- Negotiated and finalized sales agreements, met sales targets, and maintained ongoing relationships with clients to ensure their continued satisfaction and loyalty.

01/2016 – 07/2017  
Baton Rouge, LA

**Commercial Cleaner, ServiceMaster Commercial Cleaning**

- Maintained a high standard of cleanliness in various commercial spaces, including offices, retail stores, and public facilities.
- Utilized specialized cleaning equipment and chemicals to effectively remove dirt, grime, and stains, ensuring a sanitized and presentable environment.
- Collaborated with team members to efficiently execute cleaning schedules, prioritize tasks, and address any specific client requirements, resulting in consistently satisfied clients.

01/2015 – 01/2016  
Baton Rouge, LA

**Customer Service Representative, TTEC**

- Assisted customers through multiple communication channels such as phone, email, and live chat, addressing inquiries, resolving issues, and providing product knowledge to ensure exceptional service.
- Managed a high volume of customer interactions while maintaining a friendly and professional demeanor, fostering positive relationships and enhancing brand loyalty.
- Collaborated closely with internal teams to relay customer feedback, contributing to product improvements and refining customer support strategies for more effective problem resolution.

01/2015 – 01/2016  
Baton Rouge, LA

**Groundskeeper, LSU**

- Performed regular maintenance tasks such as mowing, edging, and weeding to upkeep the appearance and health of lawns and landscape areas.
- Managed the planting and care of trees, shrubs, and flowers, enhancing the overall aesthetics of the grounds.
- Utilized equipment and tools effectively to remove debris, clean pathways, and ensure a safe and visually appealing outdoor environment for visitors and residents.

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**Professional Development**

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06/2023 – present

**(HtC) Hacking the Workforce, Member**

Non-profit organization aimed to encourage and equip LGBTQ+ POC individuals with the skills and knowledge needed to succeed in cybersecurity

06/2023 – present

**(ISC)2, Member**

- Contributing to a global cybersecurity professional network dedicated to inspiring a safe and secure cyber world
- Pursuing Certified in Cybersecurity Certification (CC+)

06/2023 – present

**(WiCyS) Women in Cybersecurity**

Participating in Mentorship Cohort to for professional growth and to learn more about the cybersecurity industry