

Dania S. Rinker

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Objective

As an eager, constantly curious and technologically savvy person with a love of learning, I hope to pivot into the web development world and become an entry-level developer.

Experience

Recreational Equipment Inc. – Sumner, WA

08/2016 - present

Contact Center Sales and Experience – Online Specialist

- Interact with multiple support departments, allowing to exceed customers' needs while integrating brand voice
- Maximize sales by outfitting based on details gathered from qualifying questions to better sell the experience
- Works diligently to ensure accurate, complete information for orders and customer database

Product Information Department - Pool Position

- Use internal REI tools such as SAP and RPS to creatively problem solve for internal and external customers
- Build and maintain product knowledge, reflect policy and procedural knowledge of the Co-Op

Caskcades – Puyallup, WA

02/2018 – 09/2018

Bartender/Kitchen Chef

- Attended to 33 rotating taps, while keeping up knowledge of different beer qualities and tastes
- Explain processes of different brewing styles, recommend and pair beer to patrons

Kemper Museum of Contemporary Art – Kansas City, MO

06/2016 – 09/2016

Protection Officer

- Patrolled and protected the artwork from interaction
- Enforced the Kemper Museum rules and regulations to visitors

Roeland Park Veterinary Clinic – Roeland Park, KS

02/2016 – 07/2016

Kennel Technician

- Fed, watered and walked boarding clients as well as temporary clinic-stay patients
- Applied oral and topical medications while following specific instructions
- Cleaned, bathed and sanitized patients and kennels
- Communicated symptoms of patients directly to veterinary staff

Evergreens Salad, University Village – Seattle, WA

12/2014 – 12/2016

Team Member

- Created fresh salads per patient requests
- Practiced and mastered exceptional customer service skills

Shift Lead

- Led shifts of up to ten employees
- Acted as main point of contact for team members

Assistant Manager

- Worked directly with vendors, managing inventory and organizing orders
- Trained and educated employees with self-created training processes.
- Discussed processes with manager and incorporated systems to better efficiently run the restaurant

Metropolitan Community College – Kansas City, MO

03/2016 – 09/2016

General Education Classes

The Art Institute of Seattle – Seattle, WA

09/2011 – 12/2013

Film and Digital Video Bachelors Program

International School of Manila – Taguig, Phillippines

Graduation 05/2011

High School Diploma, IB Certificates in Business Studies & Film Studies

Skills

Succeeds and thrives in team environment
Positive, polite, and respectful to others
Organized, self-motivated, high attention to detail
Exceptional customer service and rapport building
Excellent professional written and verbal communication