

Darci M. Donaldson

701 Pinecrest Drive Apt. 1, Madison, WI 53714
darcimdonaldson@gmail.com 920-246-6639

QUALIFICATIONS SUMMARY

- Excellent written and verbal communication skills; professional and friendly
- Demonstrates personal, community, and global accountability
- Eager to learn new aptitudes with self challenging goals through creative and critical thinking
- Team player who creatively participates for the benefit of the company
- Computer skills in HTML, CSS, Adobe Photoshop, Microsoft Word, Excel, and SQL

EDUCATION

Northwestern Wisconsin Technical College, Green Bay, WI May 2013

Web Development and Design

Coursework: JavaScript, PHP, SQL, Website Coding, Web Graphic Design,
Database Development, Photoshop, Adobe Flash

EXPERIENCE

American Girl/ ProUnlimited August 2014- April 2015

Special Projects Front End Web Developer

- Created data sheets for/ and processing images from design team to flow through company 3 systems, verifying on company sites- both US and Canada.
- Organized web development wiki, as well as, creating wikis for all personnel to follow
- Coded corporate pages and forms for company website

Diversity Design and Development, LLC March 2013- Present

Owner/ Web Developer and Designer

- Multitasked all business aspects in running a self owned company, bookkeeping, sales, social media
- Developed and designed several websites for various companies with mobile accessibility and cross browser ability

- Redeveloped and designed websites for reoccurring companies for their updated image

De Pere Superstore, De Pere, WI

July 2008-April 2010

Cashier

- Provided excellent customer service to retain regular customers and attain new customers
- Accurately handled cash, credit, debit, and local credit

APAC, Green Bay, WI

April 2007- January 2008

Customer Service Representative

- Company selected example for exceptional customer service standards
- Provided open-ended listening to determine and assess caller needs
- Precise performance in billing, troubleshooting, sales, and retention

HumanaDental, Green Bay, WI

December 2002 - April 2006

Billing and Enrollment Specialist/ Customer Service Representative

- Promoted within three years of working as a Customer Service Representative

Billing and Enrollment Specialist

- Multi-tasked between the billing and enrollment of several states in dental insurance industry
- Continued updating knowledge of all state insurance regulations, company procedures and programs

Customer Service Representative

- Achieved highest level of call volumes while maintaining company standards
- Quality call leader; examples of calls were used as a learning tool for team