dhodkiewicz@ gmail.com Green Bay, WI 54301

Employment History (*Starting with most recent)*

**Decleene Truck Repair & Refrigeration**

625 Lawrence Dr,

De Pere, WI 54115

**Parts Specialist-** April 2016 - Present

Some of my abilities which pertain to working in the parts department include; problem solving skills, customer service skills, ability to maintain accurate inventory records, making deliveries and pick-ups.

**HumanaDental & Humana**

300 N. Madison St.

Green Bay, WI 54301

**Customer Service Representative-** August 2013- September 2015

Worked for Humana Medical as a Medical CSR, and then was trained in Humana Dental as well. Eventually was trained for numerous side projects, was also often used as an example of how to be on calls. Would have many people that were struggling sit with me and I would help them improve upon their techniques.

Achievements

-Received “Reach” bonus every quarter that I worked there because of my quality and reliability.

**APAC**

301 N. Adams St.

Green Bay, WI 54301

**Hotwire Team Leader-** May 2013-July 2013

**Hotwire Corporate Escalations**- *August 2012 – May 2013*

**Hotwire Manager-** *July-August*

**Hotwire Supervisor-**  *June-July*

**Hotwire Customer Service Representative-** *Oct 31, 2011-June 2012*

Worked on Corporate for Hotwire, coached representatives for growth and development; directly overseeing a large team.

Skills

Management Experience, computer proficiency, customer service, oral and written communication, active listening, strong attention to detail.

Achievements

-Employee of the Month (VIP) as a base representative before being promoted.

-Received four promotions within a year.

**Hotel Hyatt (Sierra)**

333 Main St.

Green Bay, WI 54301

**Banquet Server-** *September 2009- October 2011*

Team oriented work environment providing service for weddings, corporate events and more. Strong emphasis on quality service in a fast-paced work environment.

Skills

Teamwork, customer service, works well under deadlines

Education

NWTC- Have over 60+ credits taken, I just have one semester left to finish my Respiratory therapy degree which is currently on hold. In the program I had a solid 3.4 GPA and even received a scholarship.