

## Contact

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(LinkedIn)

## Top Skills

Critical Thinking

Writing

Cash Handling

# Danielle Wanke

Currently Seeking Opportunities after graduation in Spring 2020  
Denton, Texas

## Summary

I am currently a student at the University of North Texas and majoring in Technical Communication with a minor in English.

I am interning within Enterprise Risk and Management as a Technical Writer at Mr.Cooper (formerly NationStar Mortgage). I edit, create and manage documents through Archer and SharePoint sites while communicating with SME's daily. To date, I have over 100 documents that have gone through the publishing process with more to come. Our Change Governance team has 15 people that cover technical support for Archer, Documentation Administration, Change of Law and governing the company's Style Guide.

I have expanded my knowledge of HTML and I am in the process of learning the ins and outs of SharePoint sites, excel, Kompozer, and corporate policy.

I have also moved to documenting procedures through Process Maps. I currently use VISIO to transfer procedures and update them as needed. I meet with SME's and whole teams to help update and document new processes at high level. I have created and reviewed over 50 process maps that are currently in use at Mr.Cooper.

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## Experience

Mr. Cooper

Technical Writing Intern

October 2018 - Present

Dallas/Fort Worth Area

At Mr.Cooper I am working in the Policy Office to revise policies, procedures and standards. I use HTML to format documents within our document repository that is tailored to Mr.Cooper's needs. I am proficient in VISIO and am currently helping to revamp our process maps to reflect new business processes. I communicate with SME's all over the country to fill all gaps in our procedures and processes. I am currently working to develop more training material to help future interns.

Emler Swim School  
Call Center Trainer  
June 2018 - Present  
Southlake, Texas

At Emler, I aid all of our locations in our Call Center at our Southlake, TX location. I handle customer accounts, and provide caring customer service to our parents. I also assist in technological tips and tricks to help my coworkers provide better customer service while on the phone. I help manage our email marketing, UI experience for customers on our website, and develop training materials with our lead rep and our Customer Service Manager. I have helped create phone scripts, checklists, and training aids.

Chipotle Mexican Grill  
Service Manager  
February 2018 - October 2018 (9 months)  
Denton, Texas

At Chipotle I trained as a Service Manager. I quickly learned all of the positions and ensured all food safety and customer service standards were met. I trained new employees and communicated with all managers when problems rose.

Walgreens  
Cashier Customer Service  
December 2015 - February 2018 (2 years 3 months)  
Saginaw, Texas

I worked as a Customer Service associate and assisted with stocking, cashiering, cash handling, training, and pharmacy checkout.

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## Education

University of North Texas  
Technical Communication, Business/Corporate  
Communications · (2017 - 2020)

Tarrant County College  
Associate of Arts - AA, English Language and Literature/Letters · (2014 - 2017)