

Danielle Sweetwood

Liberty, MO 64068

danisweetwood@gmail.com

+1 816 277 5554

I am a self-motivated sales-woman and caregiver with a passion for customer service. I strive to help everyone who needs assistance and will do so with a smile. I always keep in mind that even the most difficult customer has had their own fair share of difficulty. I do my best to connect with customers on a human level to achieve the most cooperative solution.

Work Experience

Pharmacy Technician

Sofie Biosciences - Kansas City, MO

November 2021 to Present

- Performing EM
- Sterilization of ISO5 and non-classified areas
- Preparing prescriptions and canning
- Performing DOT
- Material acceptance
- Incubating and charting EM plates
- Assisting Pharmacists with daily tasks when needed

Shift Lead

Walgreens - Liberty, MO

February 2020 to November 2021

- Performing and delegating daily store tasks
- Counting down all tills and running reports at the end of the night
- Merchandising store
- Setting new sections being reset or revised
- Helping in pharmacy-
- Filling prescriptions
- Taking calls
- Checking out customers
- Taking in new prescriptions
- Fixing and maintaining automatic filling machine

Store Manager

Cricket Wireless - Kansas City, MO

July 2019 to February 2020

- Managing a small team of employees
- Hiring new talent
- Planning and executing marketing events
- Coaching team on sales goals
- Tracking KPIs

Cash handling

Clerk

Cirilla's

March 2018 to February 2020

Helping Customers

Cleaning

Daily Paperwork

Facing Product

Counting Money

Using a Cash Register

Providing Information on Product

Maintaining Layout of Product (Plan-o-grams, etc.)

Order Processor

Hallmark - Liberty Distribution Center

November 2016 to February 2018

Walking 10+ Miles/Day

Squatting, Bending, and Stretching

Lifting 10-40 lbs Cartons

Maneuvering Through Congested Aisles

Maintaining a High-Overtime Schedule

CSR/Sales

Rodney D. Young Insurance - Blue Springs, MO

July 2015 to November 2016

Making Sales

Retaining Customers

Making Daily Calls

Answering Phones

Helping Walk-In Customers

Writing and Following Up with Quotes

Scanning and Uploading Paperwork

Processing Endorsements

CNA - Certified Nursing Assistant

Tiffany In-Home Services - Excelsior Springs, MO

October 2014 to June 2015

Cleaning

Errand Running

Daily Charting

Maintaining Erratic Schedule

Faxing Paperwork

Client Care

Assistant Manager

Domino's Pizza - Liberty, MO

May 2014 to October 2014

Pizza Making
Cleaning
Cash Handling
Taking Care of Customer Needs
Answering Phones
Putting Orders Through the Computer
Taking Inventory
Completing End-of-Day Paperwork
Motivating Co-Workers

CNA/Caregiver

Benton House - Creek, Kansas, US
May 2013 to May 2014

Room Cleaning
Answering Phones
Resident Assistance
Serving Meals
Daily Charting
Walking Through End-of-Shift Report with Night Staff
Interacting with Guests

Education

Liberty Senior High School

Skills

- Merchandising
- Planograms
- Writing Skills
- Sales Management
- Underwriting
- Pharmacy technician experience
- Insurance sales
- Microsoft Excel
- Microsoft Office
- Financial acumen
- Retail management
- Supervising experience
- Leadership
- Management
- Store Management Experience
- Typing

Certifications and Licenses

Certified Nursing Assistant (CNA)

April 2013 to April 2015

Personal Lines Insurance

July 2015 to July 2017

Pharmacy Technician

May 2020 to May 2022

Pharmacy Technician

February 2019 to May 2022

Additional Information

High School graduate

Seven years customer service experience

Personal Lines Insurance Producer Licensure

Bright, cheery attitude to warm up customers and co-workers alike

Full understanding of Microsoft Office including Access

Innovative problem solving skills

Work well in groups or alone

Punctual and organized