

Erica Daugherty

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OBJECTIVE

I am looking for a fun, upbeat work environment that I can learn to do a variety of things. I am very good with technology and am a fast learner in all areas.

SKILLS

Technology

Very Sociable/ Friendly

Organization

Cleaning

EXPERIENCE

CSR | Nomadness Rentals Corp. | April 2018-current

I answer all renter's questions or concerns by phone or email. I place reservations through our platform for reservations received through third parties, updated rate cards, filed insurance claims, helped homeowners with questions and concerns on their units, responded to all reviews the company received, trained new employees on certain items. I took our 24/7 emergency line when scheduled. I create procedure documents, spreadsheets for insurance claims and other items that need better organization. I work directly with Safely Stay for all the Insurance claims we process. I acquire photos, invoices, and any other necessary information to draft and file claims.

Janitor | Yampa Valley Regional Airport | 2017-2018

I cleaned the secure area of the airport which included bathrooms, chairs, floors, walls, etc. I helped people around the airport that would need a guide and it was more of a self-based job where I worked in my area alone.

Sales Associate | Kmart | 2016-2016

I started learning cashiering which I had experience from Shopko. I worked in apparel the majority of my time there organizing racks and bringing out new product.

Sales Associate | Shopko | 2015-2016

I learned to have good customer service and learned a bit of cashiering. I used to organize shelves and racks and organize the back rooms. I straightened both in general merchandise and apparel. I trained new employees with technology, the back room, and on the floor with customer service. I also did multiple projects alone which included putting shelves up and rearranging product.

Boys and Girls Club | 2011-2012

I helped supervise and teach a large group of kids. We would go on small field trips, play games, build things, and do a wide variety of activities and learning.

EDUCATION

High School Diploma | 2015 | COVA Academy

I attended multiple criminal justice classes and psychology classes. Also attended a wide variety of web design and computer classes involving graphic design, Microsoft office, and PowerPoint.

Psychology | 2016 | University of Montana

VOLUNTEER EXPERIENCE OR LEADERSHIP

I used to volunteer at the Boys and Girls Club of Craig before I was employed and at a few different vet clinics. Also devote my spare time to babysitting.