

Dani Sheller

Office Management Extraordinaire

Location: Morrisville NC 27560
 (919) 279-5794
 dsheller@icloud.com

PROFESSIONAL STATEMENT

"The only source of knowledge is experience." - Albert Einstein

I am a resourceful professional excited to join a new innovative team. It's my belief when a person is heard and valued there is no limit to what they can accomplish. While I do not have degree or college education, I have a wealth of practical knowledge. I am a disciplined hard working young professional and I thrive with challenges.

EDUCATION

Diploma 2007
 Apex High School

PERSONAL SKILLS



Communication ■
 Organization ■
 Leadership ■
 Time Management ■

ACTIVITIES/ INTERESTS

Sports: Football and Hockey, Buffalo Sabres
 Other: Cooking and baking, spending quality time with good friends and making new ones, Craft Beers
 Music: All live music events, Alternative rock

WORK EXPERIENCE

jRk Marketing Aug 2014 - Current
 Content Creation, SEO - Freelance
 I currently assist the owner and graphic designer in content creation and SEO. My most recent work is viewable at universal-relocations.com.

Insight Pest Solutions **Morrisville, NC** June 2013 - Current
 Customer Service Manager
 My most recent project has been the growth of our customer care center. Since 2013 I've increased the team 60% and grown managerial staff. I've assisted in implementing a new recruiting, onboarding, and training program. I work closely with our retention manager to ensure mutually satisfactory resolutions, as well as handling BBB concerns. Right hand woman to the Customer Care Manager and Customer Retention Manager. I have built strong leadership and teamwork mentality in the Customer Care Center by transparent communication.

PRG Realty, INC **Cary, NC** Nov 07 - July 2008
 Leasing Consultant
 My main responsibilities were to handle existing resident concerns or requests. Entering in work orders to Yardi systems for maintenance fulfillment, touring the property with prospective residents, assisting the Property Manager with marketing or sales projects, and answering telephone or email inquiries quickly and efficiently.

PROFESSIONAL SKILLS

CRM Software		Problem Solving	
Quickbooks		Creativity	
Memory		Mac and PC	
Focus & Attention to Detail		Bug Knowledge	

REFERENCES

Janice Cornish Customer Care Manager Insight Pest Solutions Morrisville NC 980-722-2288 insightpestraleigh.com	Jennifer Kinney Owner jRk Marketing Cary NC 919-610-2210 jrkmktg.net	Shawn Abbink Customer Retention Manager Insight Pest Solutions Morrisville NC 919-539-4048 insightpestraleigh.com
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