

Danielle Buck

Address: 2320 West 6th st.

City: North Platte

State: Ne

Zip: 69101

Cell: 402-310-8302

E-mail: dani-buck1@hotmail.com

Objective

Seeking a position requiring professional customer service in a positive work environment.

Work Experience

I was responsible for various project oriented tasks focused on credit card risk such as authorization, reissue and overlimit strategies, credit line management, collection strategies, fraud analytics, and providing recommendations to reduce risk or increase profit. Also promoting Cabelas Visa to non card holders.

Cabelas Worlds Foremost Bank

07/01/2006 - 12/01/2006

Contact Person: Manager on Duty/402-323-4300

Position: Bank Specialist

Responsibilities: I was responsible for various project oriented tasks focused on credit card risk such as authorization, reissue and overlimit strategies, credit line management, collection strategies, fraud analytics, and providing recommendations to reduce risk or increase profit. Also promoting Cabelas Visa to non card holders.

Accomplishments: Assisting customers with a satisfying outcome. Furthering my expertise in using computers.

Answering phone calls and placing orders for cabelas customers, checking product availability, as well as answering questions regarding cabelas products. Helping upset customers to resolve problems with their orders.

Cabelas call center**10/01/2004 - 03/01/2005****Contact Person:** Current manager**Position:** C.S.R**Responsibilities:** Answering phone calls, placing orders, checking product availability, as well as answering questions regarding cabelas products and helping upset customers to resolve order problems.**Accomplishments:** Helping customers place orders and positively representing cabelas.

Checking out videos to customers, taking inventory, dealing with money, and cleaning the store.

Blockbuster**06/01/2002 - 05/15/2010****Contact Person:** Current manager**Position:** C.S.R**Responsibilities:** Checking out videos to customers, taking inventory, dealing with money, and cleaning the store**Accomplishments:** Satisfying customers

Education

North Platte High School

0000-00-00 - Present**Education Establishment:** North Platte High School**Education Degree:** Diploma**Average Grade:** 3.33

Skills

Good public speaker and willingness to satisfy customer and company. Proficient computer skills.

Computer skills: Basics

Languages: Some spanish

Interests

I am mother of 2 with Christian values, also very organized and dependable. Family as well as work is very important to me. I enjoy all physical activities and look forward to expanding my customer service skills.