Sally Daniel

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Professional Summary

Highly skilled professional seeking position with a facility that develops clients with special education needs. Desire to learn and grow while utilizing my customer service and administrative skills, as well as my degrees in Communications and Psychology, to contribute to a supportive environment where individuals with developmental disabilities can thrive.

Key Skills

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| --- | --- | --- |
| Customer Service  Staff Training / Mentoring  Planning and Scheduling  Conflict Management | Agenda Planning  Document Management  Light Bookkeeping  Data Entry | Microsoft Office Suite  Statistical Package for the  Social Sciences (SPSS) |

Education

**Master of Science in Psychology**, Keiser University, Melbourne, FL

**Bachelor of Arts in Communication Arts**, Ramapo State College, Mahwah, NJ

**Spanish and Journalism Coursework**, Colorado State University, Fort Collins, CO

Professional Experience

Drug Abuse Treatment Association, Fort Pierce, FL

*Assessment Specialist (Part-time temporary)*  April 2019 – July 2019

* Review and process referrals from the Florida Department of Juvenile Justice (DJJ), including

scheduling appointments for initial assessments and informing the referent.

* Maintain contact with clients involving their parents/guardians and support systems to ensure

compliance with court ordered treatment.

* Keep all documentation up to date and contained in the clients’ records for case management.
* Complete all administrative paperwork timely and accurately to ensure records are up to date.

Hale Groves, Vero Beach, FL

*Seasonal Customer Care Representative* Winters 14/15, 15/16 & 16/17

* Processed a high volume of incoming calls and placed up to 80 orders during peak hours.
* Suggested different items if requested fruit was out of season to ensure customer satisfaction.
* Handled customer complaints regarding orders and replaced spoiled products to retain regular

customers.

* Set up refund and credit requests in order to maintain regular client relationships.

GSI Commerce, Melbourne, FL

Customer Service Representative November 2009 – November 2013

* Started up the new Keurig account with minimal training to troubleshoot and replace malfunctioning products.
* Utilized data entry software applications including Seibel and Outlook to place and track orders to ensure all products were shipped and received in a timely manner.