

DANIELLE CHERIE JONES

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Professional Summary

Experienced customer service professional with 30 years of expertise delivering exceptional customer support via phone, email, and chat ticketing systems. A self-starter with a positive attitude, proven ability to resolve complex issues, build strong customer relationships, and consistently exceed service expectations. A dedicated team player, adept at streamlining processes, improving customer satisfaction, and contributing to team success in fast-paced, high-volume call center environments.

Work Experience

2/12/2001 – 1/27/2025

Customer Service Specialist/Sales

Eastwood Company

- Front-line decision maker in resolving customer issues via phone, email, and chat using experience and professional skills.
- Taking sales orders for customers via phone and email. Up-sell/cross-sell proficient.
- Calculated shipping rates and their accuracy for both domestic and international orders.
- Valuable resource for coaching and helping team members with database, software, and company website functionality.
- Peer monitoring for quality control.
- Experience with Zendesk, Ecometry, Microsoft AX, Teams, Office, Magento, Zoom, Kustomer, and RingCentral.
- 18 years of remote work experience.

3/2020-Present

Social Media Mgr. (Freelance)

J5 Media

- Creation of Instagram/Facebook pages for local businesses.
- Daily content creation for local social media pages. Responded to customer comments/messages.
- Handled daily email advertisements for business email lists.
- Creating push notifications for business app.
- Created employment advertisements on Craigslist, Facebook, and Instagram.
- Updated menus for local pizza shop using Adobe Acrobat.
- Experience with Canva, Photoshop, and Microsoft Publisher.
- Created business advertisements for local printed magazines.
- Worked in collaboration with website administrators on website updates.
- Basic website design experience.

Education

1990 – 1991 Bloomsburg University

Bloomsburg, PA

- Marketing/Business Administration

1992 Central Pennsylvania Business School

Enola, PA

- Marketing/Business Administration