

Danielle Cruz-Crawley
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OBJECTIVE: To obtain an internship that will utilize previous experience education in the area of customer service with the potential for professional growth.

EDUCATION: **North Carolina Central University, Durham, NC**
Bachelor of Business Administration, Marketing
Anticipated graduation date: May 2012

EXPERIENCE: **SALES ASSOCIATE** 10/2008-Current
The Children's Place, Cary, NC

- Replenished merchandise onto the floor
- Recovered the store back to a presentable state
- Assisted customers in selection and sale of items
- Participated in marketing special sales

CHILD CARE PROVIDER 1/2006-8/2008
The Growing Child Childcare Center, Raleigh, NC

- Coached and developed approximately 120 individuals with various service learning activities
- Promoted and enhanced motor and cognitive skills through media aid
- Designed marketing tools that aided in communicating our center's advantages and what we had to offer to the parents.

CUSTOMER SERVICE REPRESENTATIVE 4/2005-10/2005
Centralized Showing Services, Raleigh, NC

- Managed a database with over 5,000 properties
- Scheduled approximately 175 appointments for Real Estate Agents/Brokers
- Filtered and processed approximately 250 calls in a day
- Decreased call volume lag time by 10%

SKILLS: Microsoft Excel, Power Point, Word

ACTIVITIES: Church member, Child Care Provider, Student Advisory Board

REFERENCES: Available upon request