

# Danielle Soeken

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10158 Steeplechase Drive Apt C, Avon, IN 46123

## PROFESSIONAL SUMMARY

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Dedicated professional with demonstrated strengths in customer service, time management, and trend tracking. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals. Currently working towards Bachelors in Interdisciplinary Studies with focus on Psychology and several certifications regarding OSHA and HIPAA Compliance and trained in First Aid and CPR Certification.

## SKILLS

- Microsoft Word
- Recordkeeping
- Behavior monitoring
- Coordination
- Quality assurance
- Time management

## EXPERIENCE

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### Medical Technician

Veterans Affairs – Indianapolis, IN | February 2021 - Current

- Responded to requests promptly and proactively clarified expectations for procedures and project deliverables.
- Inspected laboratory devices, completed basic maintenance and identified complex issues needed skilled repairs.
- Modeled safe, ethical behavior to mitigate risks through adherence to institutional policies and procedures.
- Supported patients emotionally with positive communication and interactions.

### Donor Center Technician

Grifols – Fort Walton Beach, FL | December 2018 - April 2019

- Supported team with expert finger stick testing, paperwork documentation, and patient privacy.
- Upheld data security and compliance with HIPAA protocols through multiple identification points and document verification.
- Completed accurate labels, paperwork, and system records updates with patients' sample information and personal details.

### Sales Associate

Perdido Vapor – Perdido, FL | February 2018 - June 2018

- Resolved concerns using strong communication and conflict management skills combined with expert sales abilities.

- Increased revenue with proactive follow up on previous purchases and maintaining contact with frequent customers.
- Recommended merchandise to suit customer budget and preferences.

### **Body Piercer**

Hottie Body Tattoo and Body Piercing – Lancaster, CA | August 2014 - May 2015

- Helped customers with body piercing and tattoo needs, including locating best products and implementing successful routines to manage issues.
- Collaborated with team members to meet daily demands and handle challenging projects.
- Enhanced shopping experiences, directing or escorting to product locations on sales floor.

### **Body Piercer**

Psychotic Tattoo Studio – Milton, FL | March 2014 - July 2014

- Boosted sales consistently, building attractive displays and effectively merchandising products.
- Created memorable customer experiences by offering personalized sales support.
- Contributed to sales success, supporting field operations with appointment setting and document processing.

### **Body Piercer**

Tit for Tat – Pensacola, FL | May 2013 - March 2014

- Helped customers with body piercing needs, including locating best products and implementing successful routines to manage issues.
- Coordinated service appointments such as tattoo and body piercing, skillfully managing paperwork and related requirements.
- Kept all areas clean, organized and in line with company professional standards.
- Balanced schedules, considering workloads and customer levels of each representative when setting appointments.

### **Leader**

Aviation Maintenance Training Squadron 2 – Pensacola, FL | May 2009 - January 2013

- Brought all new employees up to speed quickly, training each on important policies and procedures.
- Assisted human resources with effective personnel management, tracking time, updating files, and resolving team disputes.
- Organized and coordinated work for 30 to 60 team members.

## **EDUCATION**

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### **Bachelor of Science in Interdisciplinary Studies**

Florida State University | Tallahassee, FL | August 2022

- Minor in Psychology
- Member of Phi Sigma Theta

- Member of National Society of Leadership and Success

### **Associates in General Studies**

Pensacola State College | Pensacola, FL | June 2018

- Pensacola State College, General Studies: Associates
- Coursework in Psychology

### **Certification in Phlebotomy**

Pensacola State College | Pensacola, FL | December 2017

- Coursework in Phlebotomy
- Cum Laude

## **AFFILIATIONS**

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Disable American Veterans (DAV)

INVETS