

**Danièle Erville**  
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## **SUMMARY**

Detail-oriented visual artist recognized for exceptional communication skills. Customer service background. Good-natured, warm demeanor, punctual.

## **RELEVANT EXPERIENCE**

- **On-Site Convention Support / Customer Service**, Moscone Center, SF, CA. Registration, check-ins, inquiries. Keep attendees informed, answer questions, troubleshoot. Line/session management, Eastridge Workforce Solutions, 2017 - present.

**Information / Security**, Outside Lands Music Festival, 8/17. Salesforce, 3/18, SF; Google NEXT 7/18, Moscone Center, SF. The @ Work Group.

**On-Call Event Staff**, Jewish Community Center, SF, CA, 7/17. Hosted, assisted attendees.

**Seasonal Driver Helper**, UPS, San Francisco, 12/2016; 11 - 12/2017. During busy holiday season, sorted, scanned, delivered packages to residential, commercial locations.

### **Temp Work, New Mexico, 2016:**

- **Customer Service**, Georgia O'Keeffe Museum, Abiquiu Historic Properties Tour Office. 8 - 10/16. Greeted, checked in visitors. Conveyed O'Keeffe-related info; suggested, described nearby attractions. Directed guests to auditorium, operated AV player. Answered phone. Inventory.
- **General Assistance**, Artisan's Biennial Art Expo, Buffalo Thunder, 9/16 - 10/16. Communicated with, assisted teachers, students, vendors. Facilitated workshops: prepped rooms, distributed/picked up class rosters, collected materials. Closed down floor, sorted receipts.
- **Weekend Gallery Sales**, Hyde Park Gallery, Santa Fe, 9/16. Conveyed info at print, jewelry, sculpture, multi-media gallery. Assisted visitors, answered phone, maintained space.
- **International Folk Art Market**, Santa Fe, 7/16. Provided visitor information as volunteer. Served as English-French interpreter. Assisted Haitian, Mexican vendors. Filled out receipts.
- **Preview Worker**, Bonhams International Auctioneers, SF, CA, 10/14 - 4/16. Provided friendly, quality customer service to global clientele. Answered questions, ensured smooth viewing process of collectibles, fine art, jewelry. Assisted in set-up, inventory. Followed security procedures. Facilitated pick-ups, completed documentation.
- **Visitor Services Agent**, San Francisco Botanical Garden, 6/2015 - 11/2015. Welcomed visitors from all over the world to this living museum. Achieved Top Membership Sales Status. Answered questions, oriented visitors using maps, accommodated special needs visitors. Maintained inventory, set up signage, stanchions. Monitored, reported problems, suggested improvements. Opened/closed gate.
- **Communication-Intensive Positions, diverse populations**, 2010 - 2014: Art, ESL Tutor. Voter Educator: Top Signature-gatherer, complex, successful 2013 San Francisco Ballot Measure. Conference Interviewer, Moscone Center. San Francisco Census Enumerator. Server, Paula le Duc and Taste Caterers.
- **Front Desk, Customer Service**, Ghost Ranch, Abiquiu, NM, Summer, 2010. Provided concise information, hospitality. Described, booked activities, including Georgia O'Keeffe Landscape Tours. Opened, closed office. Tracked inventory. Answered phone, transferred calls.

## **TESTIMONIALS**

- “Daniele arrives precisely on time every time, and is incredibly patient.” Ji Young, ESL Student.
- “Daniele consistently demonstrated a strong ability to work as part of a team, handling stressful situations . deadlines with ease.” —Virginia Kelly, Former Production Manager for Exhibitions, Fine Arts Museums of Francisco.

## **SKILLS**

- **Word, Office Suite, PhotoShop on Mac/PC's. Scanning.**
- **Multiple classes on Mindful Communication / Conflict Resolution. Fluent in French; knowledge of German.**

## **EDUCATION**

School of the Museum of Fine Arts, Boston. Diploma, Drawing & Painting.  
Clark University, Worcester, MA.  
BA, Studio Art, Photography.