

Danielle A. Servance

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OBJECTIVE

To obtain a position with a company that will allow me to continue enhancing my professional skills and to effectively utilize my expertise in customer relations to be an asset eventually providing quality management.

EXPERIENCE

Lyon Living

Smyrna, GA

Leasing Administrator

2016

- Meet with prospective renters and take them on tours
- Collect fees and conduct credit checks and other background tasks to qualify potential renters
- Prepare and execute leases in accordance with regulations and standards
- Coordinate property maintenance and inform residents of any changes to the rental agreement or upcoming problems with the property
- Monitor use of facilities and report any problems

HomeOwners Advantage

Atlanta, GA

Concierge

2015 - 2016

- Act as the point of reference for guests who need assistance or information about the property or surrounding businesses
- Respond to complaints and resolve them in a timely matter
- Answer phones, direct calls and distribute messages
- Assist residents with packages, dry cleaning, move-in and move-outs as well as lounge events
- Receive and send out mail or packages
- Ensure the safety of residents by following proper procedures to check visitors and contractors in

- Monitor hallways, doorways, elevators and parking garage to maintain security and report any problems

IKEA

Atlanta, GA

Cashier

2015

- Effectively operate a cash register and POS system and ensure pricing is correct
- Respond to guests' complaints and take necessary action to resolve issues
- Handle cash, card or check transactions, accept coupons and sign guests up for membership to receive discounts
- Generate and submit a report of all transactions made at the end of the day
- Be knowledgeable of product location, make sales referrals and introduce new products

Convergent

Dunwoody, GA

Customer Service Representative

2014 - 2015

- Handle clients' questions, complaints, and inquiries concerning billing, equipment and services
- Maintain company's database by verifying and entering updated information
- Provide accurate and detailed information in response to clients' inquiries
- Fulfill clients' requests and needs including setting up payment plans and processing online payments
- Research billing issues, misapplied payments and complete a call log after

Firehouse Subs

Marietta, GA

Cashier and Crew Member

2012 - 2013

- Prepare the store for opening including food preparation and making drinks
- Greet all customers and be completely knowledgeable of the menu
- Correctly receive all orders, process payments and respond appropriately to guests concerns

- Serve food fresh and hot in a timely manner
- Upsell additional menu items to increase restaurant profits
- Assist with training new employees

Prologix

Atlanta, GA

Merchandiser (Hartsfield-Jackson Atlanta Airport)

2011 - 2014

- Build and maintain displays and walls by ensuring a proper amount of product is stocked daily
- Have strong communication skills to work with management staff for reordering in a timely manner
- Accurately report time worked and completely quarterly surveys
- Visual merchandising for multiple stores with over 50 to 100 books and magazines
- Responsible for rotating out old stock with new stock and assisting guest with product knowledge

Aramark

Atlanta, GA

Retail Sales Associate (Turner Field)

2011

- Ensure correct amount of cash is given from the cash room at the beginning of the shift
- Be knowledgeable of the stadium to provide assistance and information on store locations, seating, food and beverages
- Assist management with restocking and maintaining inventory before and after games
- Process cash and card payments using effectively using a POS system and accept loaded tickets and Braves bucks

EDUCATION

Georgia State University

Dunwoody, GA

Business Administration

2018

Atlanta Technical College

Atlanta, GA

Medical Assisting

2007 - 2008

Riverdale High School

High school diploma

Riverdale, GA

2007

Prep Cooks Test

Score / 20

Multiple Choice (1 point each)

- C 1) A gallon is equal to _____ ounces
- a. 56
 - b. 145
 - ☒ c. 32
 - d. 128
- C 2) Mesclun are what type of vegetable?
- a. Roots
 - b. Beans
 - ☒ c. Salad Greens
 - d. Spices
- C 3) What does the term braise mean?
- a. Sear quickly on both sides
 - b. Slowly cook in covered pan with little liquid
 - ☒ c. Cook on high heat and quickly
 - d. Slowly cook in simmering water
- B 4) At what internal temperature must chicken be cooked so that it is safe to eat?
- a. 155 degrees F
 - ☒ b. 165 degrees F
 - c. 175 degrees F
 - d. 185 degrees F
- C 5) How do you blanch vegetables?
- a. Immerse for a short time in boiling water
 - b. Cook lightly in butter over med heat
 - ☒ c. Soak in cold water overnight
 - d. Rub with salt before cooking
- C 6) Which of the following ingredients would you pack before measuring?
- a. Olive Oil
 - b. Salt
 - ☒ c. Brown Sugar
 - d. White Sugar
- A 7) What is Al Dente?
- ☒ a. Firm but not hard
 - b. Soft to the touch
 - c. Very hard
 - d. Very soft
- A 8) Food should be left out no more than
- ☒ a. 2 hours
 - b. 3 hours
 - c. 4 hours
 - d. 5 hours

Prep Cooks Test

- D 9) Which is the improper way to thaw frozen food?
- a. In the fridge
 - b. In a sink with cold water
 - c. On the counter
 - ☒ d. In the microwave
- C 10) Which of the following can you use to put out a grease fire?
- a. Baking Soda
 - b. Baking Powder
 - ☒ c. Flour
 - d. Water
- C 11) What is the temperature range of the danger zone?
- a. 25-135
 - b. 40-140
 - ☒ c. 50-160
 - d. 30-130
- D 12) Which of the following is listed from smallest to largest?
- a. Dice, chop, mince
 - b. Mince, chop, dice
 - c. Chop, dice, Mince
 - ☒ d. Mince, dice, chop
- C 13) Which direction should pan handles be turned while cooking on the stove?
- a. Over the fire at all times
 - b. Turned towards you for better control
 - ☒ c. Turned towards the right or left at all times
 - d. Over the countertop at all times
- C 14) When you poach something, you cook it with what?
- a. Noodles
 - b. Vegetables
 - ☒ c. Liquid
 - d. Oil
- C 15) Which spoon is used to remove fat from soups and stews?
- a. Basting Spoon
 - b. Ladle
 - ☒ c. Slotted Spoon
 - d. Portion Spoon
- A 16) Which of the following means to cook in a small amount of fat?
- ☒ a. Season
 - b. Sauté
 - c. Broil
 - d. Boil
 - e. Fry

Prep Cooks Test

- B 17) What is a Julien cut?
- a. Food cut into long thin strips, matchstick
 - ☒ b. Food cut into long thin strips then turned and cut into a 1/8' dice
 - c. Food diced into finely chopped and uniform pieces
 - d. Cutting and peeling into oblong seven sided football like shapes
- A 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.
- ☒ a. Sweat
 - b. Boil
 - c. Roast
 - d. Grill

Fill-in the Blank (1 point each)

- 19) salt & pepper are the basic seasoning ingredients for all savory recipes.
- 20) Dice: to cut into very small pieces when uniformity of size and shape is not important.