

DANIELLE EMERSON-SMITH

Douglasville, GA 30134

C: 912.665.3396 | danielle.everett@gmail.com

Core Competencies

- Excellent Customer Service & Communication Skills
- Critical Thinking and Problem Solving
- Superior Computer Proficiency and Telephone Etiquette
- Collaboration and Team Building
- Strong Interpersonal and Active Listening Skills
- Leadership and Entrepreneurial Initiative
- Adaptability and Organizational Efficiency

Professional Experience

Grady Health System – Atlanta, GA

Hub Resource Associate | November 2024 – Present

- Coordinate patient admissions, transitions of care, and discharge planning across various departments.
- Support clinical and administrative teams with real-time data and patient flow logistics.
- Communicate effectively to streamline workflows and ensure continuity of care.
- Maintain accurate documentation in electronic health records to support medical and operational goals.

Bank of America – Kennesaw, GA

Fraud Client Services Representative | March 2022 – February 2024

- Delivered high-level client support by resolving fraud-related concerns with empathy and efficiency.
- Investigated suspicious activities, assessed risks, and initiated fraud and non-fraud claims.
- Educated clients on digital tools, enhancing security awareness and financial independence.

Wellstar Urology – Marietta, GA

Front Office Specialist / Call Center | April 2019 – March 2022

- Scheduled appointments, managed patient intake, and verified insurance information.
- Relayed critical information between departments and provided support to clinical staff.
- Trained new call center personnel on standard procedures and system tools.

Austell Smiles Dentistry – Austell, GA

Dental Assistant / Benefits Coordinator | March 2018 – April 2019

- Assisted with dental procedures, X-rays, charting, and treatment planning.
- Verified insurance coverage and coordinated patient financing and appointment scheduling.

The Home Depot Contact Center – Kennesaw, GA

Customer Service Representative | August 2015 – July 2018

- Provided detailed product support for Home Decorators Collection via inbound/outbound communication.
- Managed delivery issues, product inquiries, and created custom solutions for customers.

Additional Experience

Roles including Stylist, Store Manager, Customer Service Representative, Grill Operator, and Delivery Driver across diverse settings such as Supercuts, Sport Clips, Waffle House, and McDonald's. Responsibilities included customer engagement, team leadership, training, and operational support.

Education

Fortis College – Associate of Science, Dental Assisting, 2018

Heavenly Hair Beauty Academy – Master Cosmetology, 2009

Savannah High School – High School Diploma, 2007