

# Danielle Shanefelter

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Currently a cashier at PetSmart where I practice problem solving, reporting, and working as a team. My compassion and empathy that I have for animals made me perfect for the job. I use my problem solving skills and critical thinking to achieve personal and company goals. I consistently exceed work expectations and am known to go above and beyond. I let my passion be my motivation to success both in and outside my career.

## Work Experience

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### **Cashier**

PetSmart - Phoenix, AZ

July 2023 to Present

As an associate at Petsmart it is my job to take care of customers and their pets. By making sure each customer gets the right food and care that their pets deserve we are making a happier home one pet at a time. I also make sure that the pets that are in our care go to a loving home as well by making sure the pet owner has all the information they need on their journey with their new companion.

### **Subject Matter Expert**

Humana (CenterWell) Pharmacy - Phoenix, AZ

January 2019 to March 2023

As a subject matter expert in the pharmacy's shipping department, I use several computer programs to identify any faults regarding patient prescription medication. I also routinely document errors and write reports to leadership, using Microsoft software, recording the success of productivity. Working as a team, I guide associates to target work flow by using software and judgment to prioritize productivity. I am trained as a SME in other areas of the pharmacy as well.

### **Designated Hitter**

Walgreens - Glendale, AZ

December 2016 to August 2019

At Walgreen's, I learned how to accurately count and record the safe and the cash registers. My specialty areas were the Photo Center and the pharmacy. I assisted customers with their passport photos, using an editing software to improve quality. In the Pharmacy, I was able to assist patients by walking them through insurance billing and building their unique profile as a Walgreen's patient.

### **Child Care**

Fry's Food - Glendale, AZ

May 2016 to November 2016

Fry's Kids Corner was a small daycare inside the grocery store. Here, I interacted with parents and small children during their stay at the day care. I spent my day entertaining children for the duration of their parents shopping trip.

## **Clerk**

Poseidon Water & Ice - Phoenix, AZ  
October 2015 to March 2016

I served ice cream to customers as they browsed the store. Here, I learned how to operate a register and the importance of customer service.

## Education

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### **Diploma**

Mesa High School - Mesa, AZ  
August 2011 to May 2015

## Skills

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- Emotional Intelligence
- Time management
- Adaptability
- Critical Thinking
- Flexibility
- Creativity
- Attention to detail
- Problem Solving
- Empathy
- Organization
- Responsibility
- Fast learner
- Communication
- Team work
- Pet Care

## Certifications and Licenses

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### **Food Handler Certification**