

Denisho Howse

Aurora, CO 80011

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720 432 5360

- Customer Service, new accounts • Emergency response gas and electric
- Training / Career Development • Certified camera operator
- Lead Agent, customer disputes • Call Center Management/ Sales Support
- Account Management • Credit Card Management.
- Student trainer and counseling • Certified audio/visual technician.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Owner and Co Manager

FAITHFUL AND TRUE PRODUCTIONS - Aurora, CO
2014 to Present

- Commercial and residential Video Production.
- Small business owner and cooperator.

Remote Technician

360 Contex solutions
October 2020 to November 2020

Doing political surveys remote from home part time

US Census Enumerator

U.S. Census Bureau - Aurora, CO
March 2020 to April 2020

hired for US Census Enumerator work has been suspended due to COVID 19

Benefits Consultant

Randstad - Denver, CO
December 2019 to February 2020

working as a benefits specialist with Randstad professionals as temp worker for Kaiser permanente

Supply Clerk

ABM Industries, Inc. - Aurora, CO
April 2019 to December 2019

Supply Clerk for Major Medical Center

Elite support for Anschutz Medical Center and other Work sites

Temporary Worker

MALACE HR TEMPORARY AGENCY - Aurora, CO

February 2019 to April 2019

- Elite temporary support for Anschutz Medical Center and other Work sites
- Maintenance and faculty management.

Seasonal and Peak season Pack handler and Air Ramp worker

UNITED PARCEL SERVICES - Denver, CO

2017 to 2019

Received awards and bonuses for perfect attendance during Seasonal and Peak season.

Crocs Customer service

Crocs - Westminster, CO

August 2018 to October 2018

- Customer Service agent handling, phone, email, and chat for international Head Quarters of Croc retail.
- On track for management, lead position, call center was outsourced and Head quarters closed.

IT Support for Major downtown University

UNIVERSITY OF COLORADO DENVER - Denver, CO

2017 to 2018

- Federal work study received Federal grant for this position.
- Part of AHEC (Colorado Health Education Center)

Weekend and Night Manager for CFS

AURORA COMMUNITY COLLEGE - Aurora, CO

2014 to 2016

Aurora Colorado, 2014- 2016

- Worked with Outreach and recruitment for New students at Aurora Community College
- Organized all day events with potential student for high school age Adult nontraditional students.
- Weekend and Night Manager for CFS equipment cage responsible for over 1.5 million dollars of Video production equipment.

Customer Service Technical Support

COMCAST, NBC UNIVERSAL - Denver, CO

2013 to 2014

- Provide technical support for residential Cable, Telephony and Internet users. Upgrade and educate customers on products, services and promotions.
- Selected to be in the first group trained on new X1 Platform (an internet-based video system)

Sales and account Management

ADT SECURITY LLC - Aurora, CO

2011 to 2013

- Follow up customer service for all clients.
- Recognized for Completing all sales goals, and bonuses.
- Certified to sale and design new and reactivated security systems.

Call center, as customer service billing agent

ENTEGRY ARKANSAS - Little Rock, AR

2006 to 2011

Little Rock Arkansas 2006-2011

- Multi-State electrical and gas company based in Little Rock Arkansas
- Work as meter servicemen in the field handling delinquent accounts and field equipment Maintenance
- Worked in call center, as customer service billing agent.
- Promoted to new accounts, responsible for setting up new customers electric and or gas accounts
- Certified emergency responder for emergency gas and electrical outage calls
- Lead agent handling customer complaints and issues.
- Worked in coordination with the Arkansas Public Service Commission.
- Worked three natural disasters (Hurricane Katrina, Ike, and Gustav) 16-18 hours emergency shifts also worked in coordination with the National Red Cross.

Fraud Prevention Specialist

FIS - Little Rock, AR

2006 to 2006

Little Rock Arkansas, 2006

- Work for major investment company call center handling charge backs for Visa and Mastercard
- part of a select group that build the call center from ground up; first people hired for the department.
- work as team lead on critical cases and calls.

Night and weekend manager

HOLIDAY INN EXPRESS AIRPORT - Little Rock, AR

2005 to 2006

for major airport hotel.

- Assenting to General two general managers.
- Training and assisting in hiring of personnel for front desk.
- Also worked as night auditor balancing the books for the hotels daily business and expenses.

Randstad Temp

Kaiser Permanente - Denver, CO

December 2019

Working as a benefits specialist for kasier Permanente 3 month contract

Education

Bachelor's Degree in English in English

University of Colorado Denver - Denver, CO

2016 to Present

Associates Degree in Video Production in Video Production

Aurora Community College

2016

High school diploma or GED

Little Rock, AR

September 1988 to May 1991

Skills

- Kronos
- Filing
- Security
- Sap
- Acrobat
- Adobe acrobat
- Photoshop
- Illustrator
- Premier
- MacOS
- Adobe illustrator
- Bookkeeping
- Video Production
- Adobe Creative Suite
- Adobe Premiere
- Telephony
- Active Directory
- Help Desk
- Microsoft Windows Server
- Graphic Design
- Mac OS
- Network Support
- Filming
- Operating Systems
- Computer Networking
- Video Editing
- Technical Support
- Video Editing
- Google Docs (5 years)
- Adobe InDesign
- Customer service
- Microsoft Office
- User Interface (UI)
- System Administration
- Inventory control
- Post-production
- Final Cut Pro
- Google Suite

- Adobe After Effects
- Photography
- TCP/IP
- Remote Access Software
- VPN
- Software troubleshooting
- Marketing
- Digital marketing
- Adobe Photoshop
- Computer hardware
- Databases
- Typing
- SharePoint
- Document management
- Records management
- Account management
- Social media management
- Administrative experience
- Data entry
- Computer literacy
- English
- Microsoft Excel
- Mobile devices
- Quality control
- Guest services
- Supervising experience
- Events management
- Order entry
- Microsoft Word
- Microsoft Powerpoint
- Order entry
- Customer support
- Citrix
- VoIP
- Microsoft Exchange
- Avid
- Microsoft Access
- SAP ERP
- Project management
- Research

Certifications and Licenses

Driver's License

Present

Customer Service

Present

Salesforce.com Certified Administrator

Present

Assessments

Sales Skills — Familiar

May 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

COMPUTER SKILLS

- Microsoft 360/Apple software
- Editing software
- Office Equipment
- Social Media (LinkedIn, Facebook, Instagram, and Twitter)
- Phone Systems (office, cell, and trunk systems)
- Canvas
- Sales Force
- Film /Photo Equipment
- SAP
- Security systems
- Valid Driver License
- Filing systems Most Office Suite
- Kronos and most time clock systems
- Most bookkeeping software
- Most Apple software including Apple OS X, macOS Mojave
- Adobe creative cloud (including Light room, Photoshop, Adobe Illustrator, Premier Pro, and Adobe Acrobat.)