

# **Donquail L Moore**

4506 Greengrass Road Madison, WI 53718

Phone: 608-224-9344 Email: [dquailmoore@gmail.com](mailto:dquailmoore@gmail.com)

## **Experience**

### **Resource Solutions (Temp) July 2023-June 2024**

Warehouse recycling tech

- Forklift operations
- Customer service
- Light computer work data entry
- Sorting through electronics, appliances, metals

### **TASC (Seasonal) (Total Administrative Services Corporation) December 2019-January 2020**

*Customer Care 1*

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication “scripts” when handling different topics
- Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives
- Seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by taking the extra mile
- Keep records of all conversations in our call center database in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level
- Meet personal/team qualitative and quantitative targets

### **Star One Staffing of Madison Inc. July 2019-November 2019**

*Business Manager/Recruiter*

- Supervises and oversees company’s employees and activities
- Interview and screen potential applicants
- Communicate with clients/companies daily for additional updates on staff
- Make weekly sales calls
- Coordinate with staff/clients to arrange work start dates
- Manage employees

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## **Fedex September 2016-May ,2017**

*Package Handler (September 2016- May, 2017) Madison, Wisconsin*

*Daily handling of packages in the station, responsible for freight loaded daily onto airplanes for delivery. Executed accountability of each package ensuring that they were tracked accurately.*

- Loaded materials and products into package processing equipment.
- Handled and moved objects – Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.

## **United States Army, Specialist**

**February 2013-September 2016**

*Human Resources Specialist (January 2015-September 2016) Fort Hood, Texas*

*Served as a Human Resources specialist in a battalion consisting of 1200 personnel. Responsible for executing job promotions, personnel actions, timely and accurate emilpo transactions and keeping the area of responsibility ready at all times for inspection.*

- Serviced over 1000 personnel, managed records, monthly reports, and accountability with 100% success rate while working for the Headquarters of Fort Hood.
- Updated 750 personnel records for deployment, and assisted with effectively processing them. This meant updating health benefits, family care plans, life insurance and death benefits.
- Gained clerical knowledge of administrative and clerical procedures and systems such as word processing, excel, powerpoint, and managing files and records.
- Performed 100 percent accountability of personnel consisting of 1200 people quarterly with a 100% success rate.
- Communicated with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address issues.
- Answered phone calls
- Serviced clients daily in office
- Completed weekly/monthly reports via excel, along with other military software
- Board recorder for promotions of soldiers

## **Fedex January 2010-January 2013**

*Package Handler (January 2010- January 2013) Madison, Wisconsin*

*Daily handling of packages in the station, responsible for freight loaded daily onto airplanes for delivery. Executed accountability of each package ensuring that they were tracked accurately.*

- Loaded materials and products into package processing equipment.

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- Handled and moved objects – Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- Measured, weighed, and counted products and materials.
- Effectively loaded airplanes on time to ensure on time delivery.

## **Education**

Central Texas College (January 2015-October 2016) *Killeen, Texas*

- 59 semester hours towards Bachelors Degree in Criminal Justice
- Shabazz City High School (*April 2009*) *Madison, Wisconsin*