

Danielle Roberts

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PROFESSIONAL EXPERIENCE

NH Department of Safety, School Readiness Program Assistant II, Concord, NH Sept. 2019- Present

- Homeland Security and Emergency Management; assist in conducting K-12 school security assessments
- Create, update and submit spreadsheets for tracking school information and data
- Handle office duties; edit reports; organize all paperwork
- State of NH response during COVID-19 pandemic:
 - Call Center Support – NH 211, Public Health, Employment Security, and the Joint Information Center (JIC)
 - Logistics Support – call businesses with offers for goods and services; deliver PPE to locations around the state
 - Emergency Operations Center (EOC) Support – open and close the EOC daily through setting up public alerts, updating projectors, and cleaning; oversee conference calls and take notes; handle reception and front desk duties

Her Campus Media, Community Management Intern, Boston, MA Sept. 2017- May 2018

- Grew Her Campus' presence at 380+ colleges worldwide; recruited new schools through emails and social media
- Conducted research and analyzed data on social media outreach and page hits
- Spearheaded female-fronted organization database project; assigned work to interns
- Worked as a liaison between colleges and Her Campus through the Chapter Network, Sister Chapter Program and Chapter Advising

Brennan Library, Lasell University, Circulation Assistant, Newton, MA Sept. 2016- May 2018

- Catalogued new materials in Sierra ILS and prepared for circulation through processing
- Checked books in and out at front desk; shelved using Dewey Decimal System
- Assisted students, faculty and community patrons with any questions and concerns

ADDITIONAL EXPERIENCE

99 Restaurant and Pub, Server, Concord, NH May 2018- March 2020

- Assisted patrons in selecting food and beverages to have a pleasant and welcoming experience
- Customer-focused and multitasking involved

Concord Family YMCA, Interim Site Director/Group Leader, Concord, NH Nov. 2018- June 2019

- Constructed a well-balanced after-school program; planned educational and entertaining activities

Bank of NH Pavilion, Merchandise Assistant, Gilford, NH May 2017- Sept. 2018

- Marketed concert merchandise by displaying items attractively to fans and potential patrons
- Sold \$20,000 of merchandise in one night and broke previous record of \$17,000

EDUCATION

Rutgers University, Master of Information, Library and Information Science, New Brunswick, NJ

- Currently attending online MI-LIS program with anticipated graduation date of 2022

Lasell University, Bachelor of Arts, Communication, Newton, MA 2018

- Concentrations in Public Relations and Journalism and Media Writing; minor in Law and Business
- Summa Cum Laude; 3.9 GPA; Dean's List every semester

SKILLS

Software: All standard Microsoft office packages, Google Drive Suite, Adobe, Windows and Mac systems

Website design: WordPress

Editorial: AP Style, Copyediting and Copywriting, can type 70 words per minute

Social media: Facebook, Instagram, LinkedIn, Twitter, Pinterest

Languages: Conversational-level Spanish – writing, reading, and speaking