

Donielle Prophete

Charlotte NC

QUALIFICATION: Accomplished professional, highly motivated with over 19 years work experience.

EDUCATION: Master of Business Administration – Concentration in Human Resources, Keller Business, Charlotte, NC 2010-2012.

Bachelor of Science – Liberal Arts, Concentration in Mass Communications, Winston-Salem State University, Winston-Salem, NC 1996-1998.

**PROFESSIONAL &
ACADEMIC**

ASSOCIATION: Delta Sigma Theta Sorority, Incorporated

WORK EXPERIENCE:

Customer Service Agent

12/2004–Present

US Airways/Piedmont Airlines ▪ *Charlotte, NC*

- Customer Service Advocate and Specialist
- Responsible for preparing and issuing tickets for passengers
- Managing the on-time departures of aircraft
- Responsible for both arrival and departure gates
- Provide special assistance to special needs passengers
- Respond/Resolves customer travel inquiries and concerns
- Quickly assessing the consumer's needs and problems in order to deliver an ideal solution
- Performs troubleshooting; identified problems, providing expertise
- Performs new hire training and mentors low performing agents
- Corporate event planner, negotiate pricing and create/organize group activities
- Received "Above & Beyond" Award for vendor training transition in Iowa

South Trust Bank

09/2001 – 12/2003

Business Support Analyst ▪ *Charlotte, NC*

- Provided quality assurance expertise, advice and counsel to business groups
- Provided leadership for projects and team activities
- Proactively exercised sound risk judgment and escalated effectively
- Execution of policy/procedures to ensure adherence of current guidelines
- Influence over the training procedures and within the audit group
- Assignments completed with considerable independent judgment based on experience

South Trust Bank

07/1999 – 09/2001

Quality Assurance Specialist ▪ *Charlotte, NC*

- Improved high quality execution of products and services
- Responsibility for leading improvements of key components/processes
- Defined/created audit procedures
- Identified audit issues to senior management
- Subject Matter Expert (SME) and trained new auditors

Cosmetologist/Owner

05/1998–Present

Urban Hair Gallery ▪ Charlotte, NC

- Master hair stylist for a clientele of 60-100 customers
- Directed/Mentored a staff of 8 people
- Responsible for budgeting and salon operations
- Responsible for staying in compliance with state board standards

UNION EXPERIENCE:

CWA Local 3645

Charlotte, NC

Current Roles

- Vice President
- Grievance and System Board Member and Coordinator
- Piedmont System Wide Safety Committee Member
- Chief Steward
- Bid Committee Coordinator
- Political Action Team for CWA

Former Roles

- Secretary-Treasurer
- Bargaining Committee Member