

Denise Kell

👤 Profile

Dedicated student with personal and internship experience supporting individuals with special needs and navigating social systems. Developed strong communication and organizational skills while advocating for my child with special needs and working with individuals during internships. Passionate about helping others and eager to apply my knowledge and experiences to make a positive impact in the field of social work.

📁 Employment History

Customer Service Representative at SimplrFlex, Remote

November 2021 — July 2023

- Approximately 25 hours/week
- Resolved customer inquiries with a 95% satisfaction rate
- Managed 50+ daily customer interactions, providing efficient and empathetic support
- Enhanced customer experience through clear communication and problem-solving

Intern Physician's Assistant at GWZ - Gelenk und Wirbelsäulenthherapie-Zentrum, Bayreuth

March 2015 — August 2015

- 40 hours/week
- Assisted in patient care, clinical procedures, and maintaining medical records
- Strengthened patient interaction skills and medical documentation
- Contributed to a collaborative healthcare environment.

Intern Laboratory Technician at Frenzelit GmbH, Bad Berneck

September 2014 — November 2014

- 38 hours/week
- Conducted quality tests and contributed to product development
- Maintained precise documentation and reporting to ensure compliance and reliability

🎓 Education

Bachelor of Arts in Psychology, Southern New Hampshire University, Manchester

October 2023 — January 2025

- GPA: 4.0
- President's List
- Inducted Member of the National Society of Leadership and Success
- Member of Alpha Sigma Lambda

Details

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Links

[e-Portfolio](#)

Skills

Fast Learner

Ability to Work Under Pressure

Analytical Thinking

Time Management Skills

Communication

Interpersonal Skills

Undergraduate Certificate, Martinsburg College, Martinsburg

November 2018 — June 2019

- GPA: 3.95
- Undergraduate Certificate in Medical Office Administration