



DANIELLE BURTON

OPERATIONS & WORKFLOW & COMMUNICATIONS SUPPORT
SPECIALIST

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The
Black Diamond
COLLECTIVE
Writing Visions Plainly

PROFESSIONAL SUMMARY

Operations and communications professional with extensive experience in high-volume virtual customer service, workflow coordination, onboarding, process documentation, and operational continuity in fast-paced environments. Skilled in workflow analysis, escalation handling, Salesforce CRM support, SOP development, and AI-assisted multimedia communication.

CORE AREAS OF SUPPORT

- Workflow & Process Improvement
- Virtual Operations
- SOP Development & Documentation
- Salesforce Workflow Coordination
- Training & Onboarding
- Multimedia Communications
- Customer Communication
- Cross Department Operational Coordination

PROFESSIONAL APPROACH

Danielle Burton takes an operations-focused, communication-driven approach to driving workflow improvement, training coordination, virtual operations, and multimedia communication. She works effectively in fast-paced environments that demand adaptability, professionalism, and consistency.