

Quindara Kinney

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To obtain a entry level position with an organization with challenges and opportunities that will allow me to constantly use my free-thinking, education, quick learning skills, training, creativity and personality to provide a great customer experience to grow within the company.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Cashier/Sales Associate

Circle K - Des Peres, MO

July 2016 to Present

- Cashiered and efficiently handled cash
- Stocked coolers,store merchandise and roller grills,
- Cleaned and organized store for great customers environment experience
- Developed good customer relations
- Contributed to building store sales, maximizing profits
- Demonstrated customer service that exceeded customer expectation
- Worked efficiency and worked as a dependable sales associate
- Demonstrated problem solving and conflict handling skills

Customer Service Representative

Bank Of America - Ballwin, MO

August 2017 to August 2018

- Created a connection and develop rapport with customers to provide outstanding, personalized service.
- Listened carefully and connect with customers to understand their top financial priorities and to uncover products and solutions that will benefit them.
- Ensured customers/clients are quickly connected to the appropriate teammate with the expertise to meet their needs.
- Built, developed and maintained partnerships with teammates and specialists to maximize effectiveness and serve customers.
- Accurately and efficiently process transactions such as customer deposits and cashing checks
- Assisted customers with inquiries and/or problem resolution in a professional and composed manner, and escalate to manager as appropriate.
- Answered email and phone calls with professionalism and in a timely matter to provide information that was being acquired.

Security Operations Specialist: Contractor

Wells Fargo - St. Louis, MO

April 2017 to June 2017

- Differentiated, processed and reconciled transactions.
- Reviewed time sensitive and/or complex documents.
- Coordinated situations involving other departments.
- Provided back-up for other desks.
- Worked under moderate to minimal supervision.
- Created and analyzed Microsoft Excel spreadsheets by importing, exporting, and manipulating data
- Ran and edited script programs to update information within Beta.
- Verified and corrected information within Beta and Wisdom.

Customer Service/ Account Transfers

Wells Fargo - St. Louis, MO

December 2016 to March 2017

- Reviewed and approved client request to transfer account to and from contra firms.
- Answered email and phone calls with professionalism and in a timely matter to provide information that was being acquired.
- Screened incoming client request and verified all legal documentation that accompanied the client signed documentation.
- Performed general clerical activities, including faxing, coping, filing, and FedExing.
- Reconciled client accounts accurately.
- Scrutinized information contained in all types of transfer forms and letter of authorization.

Customer Service/ Helpdesk

US Bank - St. Louis, MO

May 2015 to October 2016

- Monitor Daily attendance of employees and make adjustments to staffing planning within the call center. Communicates call volume changes with other sites. Complete projects as requested. Help with troubleshooting, with Computers and telephone, hardware and software, data network problems with individual users.
- Provides expert level phone support to corporate mortgages management clients. Cross-sells cash management services by phone and follows up on sales referrals with commercial bankers. Provides technical product support to clients and internal customers. Prepares customized sales proposals, product documentation and generates sales reports. Assists sales officers with implementation coordination for new clients and may accompany them on occasional sales calls.
- Supporting up 150 end users, trouble tickets with end users. Run and implement all new software. Train all reps on new software and hardware. Resolving complex inquires and complaints from customers
- Handling overflow calls in queues and answering 50+ daily calls in an appropriate and professional manner, ensuring prompt, efficient and accurate resolution of customer concerns
- Excellent analytical skills and the ability skills with the ability to work in fast paced environment.

Senior Manager-Catering

Aramark - Maryville, MO

June 2014 to November 2015

- Collaborate with teams of three to five members to serve and manage 350 + people during on-campus and off-campus events.
- Responsible for ensuring assigned stations are properly equipped and organized by pulling, transporting, setting up, breaking down, and returning equipment to designated storages in accordance to event standards.

- Perform side work helping to provide a clean and safe work environment in all catering areas which included cleaning, organizing, and restocking product/equipment returning after catering events.

Student Manager

Aramark

August 2011 to June 2013

- Developed strong interpersonal skills in an environment where diplomacy and tact are often required.
- Maintain a fresh work area throughout the shift and perform safe and hygienic food handling practices.
- Supervised 15-25 residential dining employees engaged in preparing and serving food to 10-15 college students and university employees.
- Managed opening and closing procedures for eight food distributors' concepts in food court.
- Trained and mentored new employees to ensure exceptional service.
- Grew into an effective communicator who relates well to solidify groups of people at all levels that resulted in multiple promotions.
- Handled credit, debit, and cash transactions efficiently.
- Food Safety Certification abiding by stated and federal regulations.

Education

Bachelor of Science in Business Technology

Northwest Missouri State University - Northwest, Missouri, US

Skills

CSS (3 years), HTML (3 years), ILLUSTRATION (2 years), ILLUSTRATOR (2 years), JAVASCRIPT (2 years), jQuery (2 years), PHOTOSHOP (3 years), Microsoft Excel (10+ years), CSR, Call Center, Customer Service

Certifications/Licenses

Launchcode Lc101

Present

Additional Information

TECHNICAL SKILLS

• PC/LAN, Trouble-shooting: on hardware, software, network problems for individual users Perform, customer service Analytical skills, HTML, Photoshop, WordPress, CSS, Indesign, Illustrator, JQuery Javascript, Dreamweaver, Excel, Access, Word Processing, Power-point, Google Docs, Publisher, Onenote, Customer Service, Accounting, Data Entry, Editing, Wisdom, Beta, ESO: FedEx Labeling.