**Quiona McBride**

**131 Tolland Street East Hartford CT**

**860-992-3000**

**Quionamm@yahoo.com**

**Objective:** To expand to new horizons and fulfill the goals set by the company through diligence, integrity and dynamic marketing strategies. My progressive experience and flawless task execution can improve the customer satisfaction and can enhance the productivity of the company. With self motivation, initiative, critical thinking, problem solving skills and a great sense of obligation blended with promising work I will excel in my position.

**Skills:**

* 6 years of customer service experience. 6 years of call center experience. 2 years of managerial Teambuilding/Training/Supervision experience
* Data Entry 10,000 Kph, Proficient in Microsoft Office; Excel, Word, Outlook, PowerPoint,
* CDL License

**Finical Counselor Hartford Hospital/ KForce**

**Newington Branch 03/2011- 4/2011**

* Pre registration of patients coming in to the hospital for procedures/ surgery.
* Verified insurance/ Medicare with numerous insurance companies.
* Medicare/Medicaid knowledgeable.
* Gave patient’s very important instructions for post surgery.
* Filed organized important documents, faxed, helped with the scheduling.

**Administrative Clerk State of Ct Dept. of Revenue Services (Westaff)**

**Hartford, CT 4/2008- 5/2009**

Handling a multiline phone system, maintaining confidential files, corresponding with various departments, filing, photo copying, computers, lots of data entry, processing mail, reception, greeting and directing callers, maintaining files, record keeping updating information, faxing, scanning maintaining office inventory and equipment, completing, processing, and maintaining paperwork.

**Customer Service Rep TELETECH, (Charter Communications) Enfield, CT**  **5/2001-7/2006**

* Handling approximately 250-400 incoming calls per day in the billing department, consisting of calls pertaining to billing issues, trouble shooting cable equipment and also involving a lot of selling. Maintaining correspondence with the dispatch Dept., also technicians ,serving as a middle man from customer to tech
* Worked in a very fast paced environment with the ability to think quickly and handle difficult clients. Answered customer’s enquiries using the standard guidelines analyzed the sales targets and met it under a predetermined deadline. Promoted products and services; and initiated sales.

**Education**

East Hartford High school Basic Studies Class of 1998

Manchester Community College. Criminal Justice Class of 2011