**Quiona McBride**

**131 Tolland Street East Hartford CT, 06108**

**860-992-3000**

**Quionamm@yahoo.com**

**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.
* CDL License

**Financial Counselor 03/2011- 4/2011** Hartford Hospital/ KForce

* 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 important instructions for post surgery.
* File, faxed organized important documents.
* Assisted Management with scheduling.

**Administrative Clerk 4/2008- 5/2009**

State of Ct Dept. of Revenue Services (Westaff)

* Handling a multiline phone system, maintaining confidential files, corresponding with various departments.
* Filed, photo copied data entry.
* Processed 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 5/2001-7/2006**  TELETECH, (Charter Communications)

* 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**

Manchester Community College. Criminal Justice Class of 2012