**Serina O. Quinsland  
19 Jetland Place, Fl. 1**

**Bridgeport, CT 06605  
(203) 338-1554**[**serinaquinsland@hotmail.com**](http://us.mc1114.mail.yahoo.com/mc/compose?to=serina.quinsland@gmail.com)

**Profile**   
Experienced, detail-oriented administrative professional with enthusiastic, “above-and-beyond” approach to client relations and team-oriented projects.

**Experience**

**2009-Present: Partner/Administrative Professional, Express Delivery Bridgeport, CT.**

Coordinated routes and managed invoices and client services for courier business specializing in floral and medical supply transport. Relayed route progress and client needs to several dispatch centers located throughout Fairfield and New Haven counties.

**2006-2009: Administrative Professional, Pittsburgh/Philadelphia, PA.** Spearheaded several administrative and fundraising-related programs for various corporations/healthcare facilities via several staffing agencies.

* Raised over $2,000 in a single day for University of North Carolina public television station and, separately, for the Unitarian Universalist Association;
* Hired full-time at call-center after three months of temporary work;
* Consistently rated “superb” and “excellent” in call-handling/professionalism by numerous supervisors;
* Worked for Unison Administrative Services, Merrill Lynch, Qualcare, Inc. in various administrative/data entry-oriented capacities.

**2005: Northwestern Mutual Financial Network, Westport, CT.** **Administrative Assistant to Financial Representative**

* Directed administrative operations for one of company’s top producers;
* Spearheaded client/investment firm contacts and appointments, maintaining client contact records and contact information.

**2004-2005: Bethel Health Care. Bethel, CT. Rehabilitation Department Secretary**  
Responsible for extensive patient information database and coordinating resulting billings with accounting department, as well as daily information exchange with recreation, nursing and dietary divisions.  
  
**2001-2003: Western CT State University, Danbury, CT. Computer Lab Manager**  
  
**Education:**    
**2000-2003: B.A., Music, Western CT State University, Danbury, CT**  
  
**Skills:**

Typing speed: 70 wpm  
Familiar with all Microsoft Office applications.

Trained Professional Classical Voice Musician