

Quionna Franklin

Team Player with valuable talents

Simpsonville, SC 29681

Authorized to work in the US for any employer

I wish to secure a position that will allow me to utilize my organizational, customer service, and technical skills. I am an excellent team player with valuable talents that will benefit an organization. Are you looking for someone with my commitment and high desire to succeed?

High School Diploma

Hillcrest High School - Simpsonville, SC June 2009

Skills

Proficient at Excel, Microsoft Office, Outlook, Windows, Internet, AWO Reservation System and Knowledge Base systems

- . Data- Entry and Scheduling
- . Experience with general office equipment fax, copy, printer, phones, computers and etc
- . Strong communication skills ability to Verbally Communicate with Persons Inside and Outside the Organization.
- . Friendly and customer oriented
- . Excellent ability to adapt to difficult situations
- . Detail oriented capable problem solver and ability to multi-task.
- . Excellent organizational skills. Ability to plan, organize and prioritize work.
- . Strong organizational skills and the ability to work independently.
- . Motivated self-starter with a strong desire to learn

Office Assistant

Kenco - Duncan, SC

October 2014 to September 2015

Responsibilities

Answer phones and transfer to the appropriate staff member

Take and distribute accurate messages

Greet public and clients and direct them to the correct staff member

Receive, sort and distribute incoming mail

Monitor incoming emails and answer or forward as required

Prepare outgoing mail for distribution

Fax, scan and copy documents

Maintain office filing and storage systems

Update and maintain databases such as mailing lists, contact lists and client information

Retrieve information when requested

Monitor and maintain office supplies

Keep office area clean and tidy

Running errands and other assigned tasks when needed

Skills Used

General Office Experience: Scheduling, Telephone Skills, Typing, Documentation Skills, Verbal Communication, Written Communication, Dependability, Attention to Detail, Problem Solving, Flexibility, Reliability, and Teamwork

Customer Service Representative**Active Network** - Greenville, SC

March 2012 to October 2014

Listen to customers' concerns and recommend solutions to fit customer needs wants.

Negotiated solutions for a win-win for company and customer.

Use Help Stream Knowledge Base system to solve inquiries for customer resolution.

Deescalate upset customer and provide solutions that fit customer needs and desires.

Retained customers with fact finding questions and valid solutions

Maintain control of customer conversations in a calm, professional, and polite manner

Maintain ethical and positive disposition in interacting with customers, co-workers, and supervisory staff;

Ability to cross train in and work on different in-bound customer service programs.

Adhere to our formal attendance expectations and overall company policies and procedures.

Responsible for taking reservations by phone and accurately inputting into the computer system

Machine Operator**Atlas** - Greenville, SC

June 2010 to March 2012

- Perform manufacturing tasks in a fast-paced production environment. Label products, and perform general maintenance on machines, and general housekeeping

References- Available upon request