

# KERIN QUINTERO

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## **EDUCATION**

### **Bowie State University**

**Bowie, MD**

*Bachelor of Science in Computer Technology*  
2025

*Aug 2020-May*

GPA: 3.6/ 4.0

## **PROFESSIONAL EXPERIENCE**

### **Ghislaine Fougy Medical Practice**

*Executive / Manager Desk assistant January 2023- Present*

*Silver Spring, MD*

- Administered daily operations within the psychiatry office, ensuring seamless functionality and optimal efficiency.
- Orchestrated financial management and budgetary oversight, maximizing fiscal responsibility.
- Collaborated with insurance providers to facilitate seamless patient billing and reimbursement processes.
- Cordially greeted patients and visitors, cultivating a welcoming environment conducive to optimal care.
- Efficiently coordinated patient appointments and meticulously managed the office calendar.
- Fielded incoming calls and adeptly addressed patient inquiries, delivering prompt and accurate responses.
- Expertly managed the collection and processing of patient information and documentation.
- Proficiently verified patient insurance coverage and secured necessary authorizations.
- Safeguarded patient confidentiality by meticulously maintaining and organizing patient records.
- Facilitated streamlined payment processing and adeptly managed billing inquiries.
- Provided comprehensive administrative support, ensuring the smooth operation of the psychiatry office.

### **Amazon**

*Delivery Logistics Assistant Nov 2022– Dec 2022*

*Silver Spring, MD*

- Strategically projected a professional UPS image, internally and externally, emphasizing quality service delivery to clientele.
- Utilized automated software and streamlined formats to optimize delivery processes, ensuring efficiency and accuracy.
- Maintained meticulous accountabilities for all packages, meticulously tracking signatures and receipts to uphold service standards.

- Adhered strictly to safety guidelines, enforcing three-point contact laws to mitigate risks and ensure workplace safety compliance.

## **LEADERSHIP AND EXTRACURRICULAR ACTIVITIES**

### **Subway**

***Assistant Manager Sept 2019 – Aug 2020***

***Yemassee, SC***

- Manage the development and implementation of the daily production schedule in a way that ensures a high level of service to internal and external customers.
- Independently managed a team of 10+ associates to consistently hit revenue targets of \$9,500 in sales per day.
- Consistently built real clientele through showing interest in guests
- Maintains a rating of 85% or higher on surveys of customer service and satisfaction.
- Orchestrated the development and execution of the daily production schedule, employing strategic planning methodologies to ensure optimal service levels for both internal and external customers.
- Independently managed and mentored a dynamic team of 10+ associates, effectively driving daily sales revenue to exceed targets, consistently achieving \$9,500 in sales per day.
- Cultivated a loyal clientele base through proactive engagement and personalized service,
- demonstrating a genuine interest in guest satisfaction and fostering lasting relationships.
- Maintained an exceptional customer service rating, consistently achieving a satisfaction score of 85% or higher in surveys, reflecting dedication to exceeding expectations and delivering unparalleled service quality.

### **Summer Camp Invention**

***Teacher Assistant Jan 2017- June 2020***

***Hampton, SC***

- Observe children to proactively identify issues with emotional or physical development and work with parents and supervisors to address concerns.
- Gains community service hours
- Observe play activities to identify positive behavior in areas in need of improvement, implementing behavior, and redirection where appropriate.
- Keep notes of behavioral issues, served and medication administered to children.
- Maintain a safe and organized play area free from potential hazards.
- Engaged in creative projects by disassembling old electronics to repurpose components for innovative new projects, showcasing a hands-on approach to learning and experimentation.

### **Amazon Area Manager Intern**

***June-September 2023***

***Bear, DE***

- Directed the supervision and management of approximately 200 employees daily as an Amazon Area Manager Intern.
- Utilized detailed statistical analysis to conduct daily performance evaluations, tracking progress and identifying areas for improvement.
- Implemented key performance indicators (KPIs) to measure employee productivity and efficiency, facilitating targeted coaching and development initiatives. Conducted regular check-

ins and performance assessments to foster a culture of continuous improvement, recognizing top performers and providing constructive feedback.

- Spearheaded initiatives to enhance the overall employee experience and workplace environment, overseeing task assignments and process improvements.
- Delivered engaging presentations to communicate organizational goals, initiatives, and performance metrics, effectively aligning teams toward shared objectives.

### **The Oak Greek Golf (Server & Host)**

*September 2023 – Present*

*Upper Marlboro, MD*

- Provided high-end dining service in a prestigious golf club, ensuring an exceptional guest experience.
- Greeted and seated guests, managing reservations efficiently to optimize table turnover and guest satisfaction.
- Delivered professional and attentive service, catering to high-profile clientele with precision and courtesy.
- Coordinated with kitchen and bar staff to ensure seamless food and beverage delivery.
- Maintained knowledge of seasonal menus, wine pairings, and special events to enhance the guest experience.

### **SKILLS & INTERESTS**

Technical Skills: HTML5/CSS3, JavaScript, Adobe Suite, Search Engine Optimization, Proficient in Microsoft Office (Excel, PowerPoint), G-Suite, Principle of coding using Java, Secure coding using Java, Linux Operating system, Intro to Database development, Applications of data structures, Pc architecture, Computer networking, Server administration 1 & 2, Network protocols, foundation of computer and network security, Principle of method of intrusion detection and prevention, software and operating system security, Internet technology, Discrete structure, Network Security.

Interests: Graphic design, Gaming design, Cooking, Painting, Exercise, Nature, Traveling