**KERIN QUINTERO**

**Silver Spring, MD | (843)-893-6885 |Kerin.Quintero@gmail.com |** [**https://www.linkedin.com/in/kerin-quintero-a71690244**](https://www.linkedin.com/in/kerin-quintero-a71690244)

**EDUCATION**

**Bowie State University**  **Bowie, MD**

***Bachelor of Science in Computer Technology*** *Aug 2020-May 2025*

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, Sever administration 1 & 2, Network protocols, found 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