

## QUALITY ASSURANCE ADVOCATE

### Summary

I have recently completed five years of military service with the United States Army. During my tenure in the service, I have acquired training and experience in a variety of areas including human resources management, staff training, operations management, customer service, and personnel administration. As you will note from my resume, I have progressed through several levels of leadership responsibilities and have excelled in consistently exceeding organizational goals for productivity and quality. Based on my diverse experience, extensive training, and strong work ethic, I am confident that I would quickly become a valuable member of your organization. It would be my pleasure to meet with you in person, to further discuss my qualifications. Thank you for your time and consideration. I look forward to speaking with you by the end of the week. Sincerely, Jeanette Bellamy To obtain a position utilizing my skills to achieve organizational goals

### Highlights

- Troubleshooting proficiency
- Microsoft Office expert
- Strong ActiveX troubleshooting skills
- DHCP/DNS Ethernet and Firewall proficient
- MS Office proficiency
- Accomplished with mobile devices
- Proficient in AVG, Printers, PC Security systems
- Patient and diligent
- Exceptional telephone etiquette

### Experience

#### QUALITY ASSURANCE ADVOCATE

August 2014 to Current Company Name i¼ City , State

- Time 40 hrs/week Audit and report on customer interactions using the current Time Warner Cable Quality program Utilizing the Time Warner Cable Quality database, recording platforms, and analytics tools, perform trend based auditing and data entry Calibrate for consistency Hold supervisor forums Support New Hire training via role play and mentoring Use of speech analytics to facilitate and monitor trends Active in site level events supporting the Quality initiative (this may include mentoring, new hire support, recognition events, etc.).

#### SIGNATURE HOME ADVISOR

May 2013 to August 2014 Company Name i¼ City , State

- Time 40 hrs/week Responsible for providing quality service to customers via phone in account activation, maintenance, billing, problem solving, modification, enhancement and when required, de-activation.
- Maintains a focus on sales culture by upselling products and services to existing customers and making customer retention a priority.
- Utilizes a thorough knowledge of billing system functions, order entry processes, TWC marketing strategies and pricing structure, TWC products and services, and troubleshooting of those products and services.
- Troubleshoots with TWC subscribers who are having difficulty with video and data services utilizing all available diagnostic tools.

#### RETAIL SALES CONSULTANT

April 2012 to April 2013 Company Name i¼ City , State

- Time 30 hrs/week.
- Sold all products and services offered by the Company.
- Met all sales objectives and handle all administrative aspects of the sale including: completing customer contracts and warranties, pulling products from inventory, accepting customer payments and filing the completed orders.
- Maintained strong knowledge of all Company products, accessories, pricing plans, promotions, and service features.

#### LEASING CONSULTANT

July 2011 to April 2012 Company Name i¼ City , State

- Time 30 hrs/week.
- Interacted with prospective and current residents to explain the apartment community and its units, along with the benefits of the living there to achieve maximum occupancy and net operating income.
- Responsible for ensuring that the entire leasing process is completed in accordance with the policies and procedures outlined in the Management Excellence Series.
- Assisted with preparing leasing paperwork (i.e. applications, lease agreements, addenda, employment checks, credit checks and leasing move-in packets.), collecting and safeguarding of all monies, maintaining all resident files, and completing of service request forms.

#### INTERN STUDENT

September 2010 to May 2011 Company Name i¼ City , State

- Time 30 hrs/week Analyzed and resolved both simple and complex computer problems Provided effective, courteous, and timely responses to requests for service Maintained confidentiality and integrity of information residing on client systems, as well as physical security of those systems Integrated clients' desktop systems with supported RIT systems and servers.

#### HUMAN RESOURCE ASSISTANT

May 2008 to December 2009 Company Name i¼ City , State

- Time 40hrs/week Conducted either the pre-enlistment and/or the pre-accession interview of applicants Questioned applicants to obtain

and/or verify complete data required for entry into the military service Acquired training and experience in a variety of areas including human resources management, staff training, and personnel administration Broke down, assembled, and distributed applicant enlistment record packets for all services Determined types of orders and pertinent information from enlistment documents.

#### HUMAN RESOURCE MANAGER

November 2002 to July 2007 Company Name i¼ City , State

- Time 40hrs/week Completed five years with the U.S.
- Army, gained upper-level manager status Participated in the complete revitalization and overhaul of the U.S.
- Military in general Supervised employees In/out processing, over 10,000 employee records, customer service, and employee personnel actions Led company to receiving one of the top finance awards in the Responsible for database accuracy for more than 20,000 employee records on a daily basis.

#### Education

Bachelor of Science : Business Administration Computer Information Systems , May 2013 North Carolina Central University i¼ City , State

Business Administration Computer Information Systems

Master of Science Administration of Justice : Law Enforcement Organizations , March 2016 University of Phoenix i¼ City , State Law Enforcement Organizations

Associate of Applied Science : Computer Network Systems , December 2009 ITT Technical Institute i¼ City , State Computer Network Systems

#### Interests

ITT Technical Institute, Gamma Beta Phi Honor Society NCCU, Iota Tau Chapter of Phi Beta Lambda, INC

#### Skills

administrative, Army, auditing, benefits, billing, billing system, Cable, contracts, credit, client, clients, customer service, data entry, database, features, filing, finance, focus, forms, human resources management, inventory, marketing strategies, mentoring, order entry, personnel, policies, pricing, problem solving, processes, Quality, receiving, recording, sales, servers, speech, staff training, supervisor, phone, trend, troubleshooting, video

#### Additional Information

- ACTIVITIES ITT Technical Institute, Gamma Beta Phi Honor Society NCCU, Iota Tau Chapter of Phi Beta Lambda, INC