**[Data Entry Customer Service](https://www.postjobfree.com/resume/adyfug/data-entry-customer-binghamton-ny)**

**Location:**Binghamton, NY

**Posted:**July 21, 2023

**Contact Info:**

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**Resume:**

Quiana Fleming

38 Lydia St. Binghamton, NY 13905 (516)668-6285 quiana910@gmail.com

Objective:

Obtaining a position with opportunity for advancement and room for growth.

Education

Farmingdale State College Farmingdale, NY

· Associates Degree/Office Administration 2020

· General Education

· Social Work

· June 2019 (online)

Franklin Career Institute Hempstead,NY

Certification in Medical Office Assistant 2005

Skills & Abilities

MANAGEMENT

· My strengths are learning a new skill quickly and efficiently. I am Expert in Word and Proficient in Excel. My organizational and prioritizing skills are superior. I am always dedicated to quality customer service and doing it right the first time . I also work well with a team and exhibit great leadership skills as well.

COMMUNICATION

Highly efficient using Internet, social media for advertising and other marketing purposes.

LEADERSHIP

· Team Leader PTA, Charity Organizer for Autism

Experience

Source HOV- Data Entry Binghamton, NY 13901 Oct 2019 - Sept 2022

Data Entry Alphanumeric / 10 key System.

Recorded information into documents for health and life insurance companies.

Completed tax documents daily up to 100-150 reports .

Assisted in completing the company manual reinsert program

Hyundai Mobis -Assembly Line (Car Parts) Montgomery, AL Sept 2018 - Sept 2019

● Worked with a team of 6 crew members on an assembly line, simultaneously adding car parts to get a completed result of a finished dashboard product.

● Assembled parts for Hyundai Sienna, Santa Fe, and the Elantra. Up to 200 finished dashboard products daily.

● Also worked in the parts department where I was responsible for insuring that warranties were in place for all shipments leaving the warehouse. Handled all bar code scanning.

Astec Re-Ply Roofing - Home Improvements Binghamton, NY Feb 2016 - July 2018

● Marketing B2B via email, phone and mailings systems to introduce them to the service. ● Liaison between 120-150 businesses nationwide daily. Tracked progress via Excel spreadsheet. ● Regular office duties, including filing, faxing, copies and answering calls from prospective clients.

● Ecommerce daily pick/packing, pull orders to be packed/labeled/shipped, also handled receiving for front warehouse .

● Daily use of Excel to create spreadsheets and also give a daily report to the Sales Dept.

Schwartz & Associates - Accounting Firm Jericho,NY Sept 2014 - Jan 2016

Data Entry / Basic Accounting

● Type 40-45 WPM

● Daily use of Quickbooks to enter Accounts Receivables/Paid in Full.

● Entered information into an In- house system to keep track of data.

● Edited, proofread and corrected new entries in system for accuracy.

● Maintained levels of confidentiality and quality customer service according to company standards and procedures.

● Compiled, sorted, and verified data, kept a record of all completed work.

Reliable Remodelers - Home Improvement Company Elmont, NY Nov 2012 - Sept 2014 Marketing Department Manager

● Handled all marketing,called leads daily and created new prospects for the business.

● Worked directly with the CEO of the company, scheduling, appointment setting and all other inner office workings/multi-tasking of running a full service home remodeling company.

● Daily data entry of new client info into an in house CRM system. Maintained all client files. ● Heavy phone call volume; inbound and outbound, up to 150 calls a day.

● Assisted the production team with setting up installations, repairs, and warranty issues with existing customers.

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● Daily follow ups and quality assurance calls to ensure good quality from our Sales Team and also the workers in the field.

● Ensured all computer systems/programs were running properly for the day to day efficiency of the business. ● Tracking leads inquiry/sources on a daily basis via Excel spreadsheet.

RVC Housing Authority Rockville Centre, NY Feb 2009- Oct 2012

Administrative Assistant/ Front Desk Personnel

● Daily administrative duties such as faxing, photocopying, mailing, sorting and distribution of all calls to the appropriate department.

● Worked solely with senior tenants living in the Senior Village of our apartment complex.

● Assisted with getting housing paperwork filled to be eligible for discounts on rentals and certain other perks throughout the month.

● Planned and organized a monthly meeting with the tenants to find out how we could serve them better. ● Sponsored annual trips to Museum for Seniors via the Agency Funding Program.

● Explained Tenants Rights and General Rules of the Complex within State and Federal Guidelines of the Housing Authority with all residents of the complex.

● Accepted monthly payments of rent and utilities from tenants to Housing, updating their information in a company database.

PC Richard & Son Farmingdale, NY Oct 2005- Jan 2009

● Distribution Office Assistant / Warehouse Assistant

● Assisted Office Manager with the Accounting /Finance Dept to take in a daily recall of all funds collected from drivers in the field that day.

● Answered phones, filing, faxing, copying, and also scheduling drivers for delivery of customers wares and purchases.

● Tracked purchases/deliveries for customer satisfaction, complaints and replied to general customer questions via phone or email.

● Dispatched calls to drivers, sent out package processing info for the day, and did intake of funds and basic accounting, processed all payments from customers receiving deliveries from the drivers.

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● Assisted with the Law Department to help process large commercial orders on appliances. References Furnished upon request.

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