

# QUANA PARIS

BRAINTREE, MASSACHUSETTS | 617-784-8835 | QPARIS1@HOTMAIL.COM

## PROFILE OF QUALIFICATIONS

- Proven success in a fast-paced and client-focused office environment that required superior organization and attention-to-detail to ensure that the needs of clients were consistently being fulfilled
- Motivated communicator and team resource who can successfully foster supportive work environments, step in to address issues where necessary, and work to maintaining company policies and quality goals
- Highly knowledgeable about utilizing computer applications and systems, such as Microsoft Office Suite and databases to enter data, draft reports, process paperwork, and accurately organize schedules
- Adept at controlling inventory levels, coordinating phone calls, and working to facilitate special projects

## KEY AREAS OF EXPERTISE

- Policy Compliance
- Organization
- Attention-to-Detail
- Processing Paperwork
- Microsoft Office
- Claimstation
- OrderPoint
- Customer Service
- Databases
- BEACON
- Accurint
- Data Entry

## PROFESSIONAL SYNOPSIS

TOP-NOTCH COMMUNICATOR AND ADMINISTRATOR WITH TWENTY YEARS OF OFFICE EXPERTISE THAT INCLUDES PROVIDING EXCEPTIONAL CUSTOMER SERVICE, PROCESSING PAPERWORK, DRAFTING REPORTS, AND PROACTIVELY SUPPORTING OTHER EMPLOYEES TO BOOST PRODUCTIVITY AND ACCURACY.

## PROFESSIONAL SYNOPSIS

### ***Company Name – Position Title (2016 – Present)***

Employ outstanding customer service skills while maintaining a positive, professional, and attentive attitude to address any concerns for all DTA clients, visitors, and staff. Perform administrative functions and coordinate office responsibilities, such as controlling inventory and providing assistance on special projects

### ***Key Responsibilities***

- Greet clients and visitors at the front desk while answering and directing telephone calls
- Work with BEACON registration to register clients; also product and distribute EBT cards
- Ensure that incoming mail is correctly processed and distributed while also preparing case files

## EDUCATION & DEVELOPMENT

***Human Resources Seminar – One-Day Certificate Training Program***  
***Communication Skills for Women Seminar – One-Day Certificate Training Program***

***Bryman Institute & Internship Program***  
***Medical Assisting Healthcare Program – Certified Graduate***

***Burdett Business School***  
***Executive Secretarial Business Program – Certified Graduate***