

Christina Quigley

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Objective	Accomplished business professional with 15+ years' experience. Dedicated team player with proven leadership and communication skills, able to apply my skills in various environments.
Experience	<p>Administrative Assistant Alpine Site Services, Westminster, CO <i>January 2019 - Present</i></p> <ul style="list-style-type: none">• Provide administrative support to ensure efficient operation of the office• Support managers and employees through a variety of tasks related to organization and communication• Handle multiple tasks at any given time• Data entry• HR and Operations tasks as needed to be completed by specific deadlines• Responsible for confidential and time sensitive material• Familiar with a variety of the field's concepts, practices and procedures• Ability to effectively communicate via phone and email ensuring that all Administrative Assistant duties are completed accurately and delivered with high quality and in a timely manner <p>Quality Control Specialist I TSYS Merchant Services, Broomfield, CO <i>September 2018 - January 2019</i></p> <ul style="list-style-type: none">• Quality, score and audit calls from a 200+ agent inbound call center• Coach and mentor agents on their performance and goals• In charge of supervising quality control for the organization and troubleshooting quality-related issues as they arise• Perform quality-related tests to ensure products comply with company and legal standards• Monitor operations to ensure that they meet production standards <p>Communications Advocate On Tap Credit Union, Golden, CO <i>August 2010 - August 2018</i></p> <ul style="list-style-type: none">• Handle a high volume of inbound calls daily to service membership needs while exceeding departmental sale goals• Proficient and skillfully utilizes SIP phone systems• Handle, investigate and resolve card fraud and dispute issues• Resolve member issues on accounts while maintaining

	<p>service standards and exemplifying On Tap Credit Union core values</p> <ul style="list-style-type: none"> • Assist in collections • Process and run payroll • Coach, mentor and assist in the hiring process • Provide prompt, accurate and courteous responses regarding financial products and services while maintaining customer confidentiality • Receive, respond and follow through routine member requests and complaints received via phone calls, emails, letters and facsimile • Superb ability to multitask, able to handle multiple duties and responsibilities without sacrificing work • Follows document retention policies to ensure records are kept for proper amount of time • Cross selling other products and services to members • Maintain an in-depth knowledge on various products and services and train new hires • Cross trained and provided back up for other departments as needed <p>Bartender/Server/Manager's Assistant Chilis Bar & Grill, Thousand Oaks, CA <i>June 2006 - June 2010</i></p> <ul style="list-style-type: none"> • Demonstrated genuine hospitality while greeting and establishing rapport with guests • Ability to work in a fast team environment • Attention to detail, speed, accuracy, follow through and multi-tasking • Up sold food and beverage to guests • Ability to learn and retain information about the menu and concept • Accurately recorded orders and paired with team members to serve food and beverage that exceeded guest expectations • Serving multiple tables and bar guests at once while providing great customer service • Responsibly serve alcohol, ensure guests minimum age requirement • Previous cash handling experience, food handling and safety knowledge • Assist in maintaining a clean and safe work environment • Assisted managers with daily tasks to ensure a smooth-running establishment
Education	<p>Associates in Business Management Moorpark College, Moorpark, CA Graduated June 2009</p>

	<p>High School Diploma Rio Mesa High School, Oxnard, CA Graduated June 2005</p>
Communication	Reliable, hard working and wanting to learn as much as possible
Leadership	<p>Manager's assistant at Chili's Bar & Grill for three years, assisting with all daily tasks and objectives while excelling in corporate training.</p> <p>Supervisory role as Lead Communications Advocate at On Tap Credit Union for 5 years, coaching and mentoring fellow employees, HR administrative duties as assigned.</p>
References	<p>John Berry, Johns Mansville 303-668-5486 --- John.Berry@gmail.com</p>