

# Amy Kincaid

4035 Melody Avenue, St. Louis MO 63129 • Phone: 314-882-9753 • amy.kincaid@gmail.com  
linkedin.com/in/amykincaid/

**PROFESSIONAL SUMMARY:** Employed as a Quality Assurance Representative in a call center with a telecom company for two years. In that position, monitored phone calls for quality assurance and training purposes. Looking for work as a manager to find new challenges.

## PROFESSIONAL EXPERIENCE

*Verizon Communications – Quality Assurance Department*

*2021 – Present*

Responsible for quality assurance guidelines that consisted of 15 bullet points and determined whether the call center representative addressed each category to meet standard operating procedures. Gave the final product to each manager to give feedback to their representatives. Provided feedback on a week by week basis.

- Participated in monitoring phone conversations to determine whether the customer service representative (CSR) addressed all of the needs of the customer. This required a strong attention to details and thorough knowledge of conversation guidelines.
- Streamlined the feedback process by monitoring trends of the CSR during a one week period. Gave managers statistics that demonstrated the strengths and weaknesses of their employee in each of the 15 bullet point categories during a one week period.
- Focused on trending data to develop plans of action for employees who consistently missed the same bullet points. Provided feedback to managers on a week by week basis.
- Monitored phone calls that led to acknowledgement five times from the project manager for providing information to managers on a consistent basis. Created strong relationships with managers by providing essential feedback that boosted their group statistics.
- Developed communication skills by giving managers clear and concise information and paraphrasing their responses to demonstrate active listening skills.

*National Homeless Association – Volunteer*

*2017 – Present*

Helped homeless people find food and shelter on a permanent basis. Created a website describing the needs of homeless people and persuaded people to donate their time and money for this cause. Emphasized the need to treat homeless people with respect.

- Found a correlation between homeless people and debilitating mental disorders. Established relationships with the homeless and found free mental health services for them.
- Contacted community mental health centers to provide psychiatric care for homeless people. Provided transportation to the clinic and received medications from pharmacies.

## EDUCATIONAL BACKGROUND –

Bachelor of Psychology • Henderson University • GPA of 3.62 • 2017 – 2021