

CHRISTINE M. NEWTON

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SUMMARY OF QUALIFICATIONS

- Over 12 years' experience in Compliance and Quality Assurance.
- Possesses a positive attitude with a focus on continuous learning and adaptability to problem solving situations.
- Self-motivated professional with 4 years of experience working independently and managing time effectively and productively.
- Excellent communication and customer service skills.
- Supportive team member.
- Skilled at accurately entering and managing data.
- Proficient with Microsoft Word, Excel, and Outlook.
- Quick to learn new skills and to adapt to new working environments.

PROFESSIONAL EXPERIENCE

IPacesetters LLC (formerly known as 121 Direct Response), Montvale, NJ 08/2006 - 11/2018

Compliance Manager/Quality Assurance

- Downloaded and retrieved calls from an Interactive Voice Response (IVR) website and listened to recorded calls.
- Downloaded and managed State and weekly Do Not Call Lists for one of the nation's largest telecommunications provider.
- Kept up to date Registration Renewals, needed to keep the company compliant.
- Maintained Excel spreadsheets tracking dialed and dropped calls.
- Staffed front desk and performed reception duties.
- Answered calls and connected customers/clients to appropriate department via switchboard.
- Worked in the mail room sorting mail and stuffing envelopes.
- Processed outgoing mail with the postage machine; drove the company work van daily delivering bulk mail to the post office.
- Monitored calls for Quality Assurance purposes, ensuring company representatives were compliant of client standards and guidelines.

EDUCATION

Frankford High School, Philadelphia, PA

High School Diploma