



Rose Ann Quintero

GLOBAL PARTNERSHIP
OPERATIONS SPECIALIST

WORK EXPERIENCE

Global Partnership Operations Specialist

Sutherland March 2025 - March 2026

- Managed onboarding and offboarding for global partners, ensuring smooth transitions and compliance.
- Handled data entry, organization, and maintenance of partnership-related information.
- Granted access and privileges to new hires on the client's systems, ensuring secure and compliant management.
- Processed invoicing and consolidated receipts for financial reporting.
- Acted as the main point of contact for clients, offering support and resolving operational issues.
- Basic bookkeeping

Associate Collections

Sutherland | May 2024 - January 2025

- Conducted outbound and inbound Welcome Calls for new car buyers, ensuring a smooth onboarding experience.
- Verified customer demographics and confirmed payment methods while introducing company policies and services.

Customer Service Representative

Digital Room LLC | November 2023 - April 2024

- Respond promptly and professionally to customer inquiries via multiple channels.
- Assist customers with order placement, product information, troubleshooting, and post-order support.

PROFILE

I am a specialist focused on assisting our clients, ensuring operational excellence, and maintaining smooth partnerships within the client's system. I am also experienced in data entry, onboarding, and file organization.

SKILLS

- Customer Relationship Management (CRM)
- Customer Service in Banking and Finance
- Budgeting and Cost Analysis
- Global Partnership Management
- Data Entry & Information Management
- Client Relations & Operational Support

EDUCATIONAL HISTORY


City College of Angeles

BS Psychology Undergraduate | Year 2021 to 2023

AMA Computer College

Humanities and Social Sciences | Year 2019 to 2021

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