

Hal Feeney

Cashier Customer Service

Throughout my career, no matter the industry, I've focused on helping customers achieve their goals. Looking for an opportunity to continue this goal as a cashier and customer service professional at Acme Corp.

WORK EXPERIENCE

Macy's

Cashier Customer Service

New York, NY | 2019 - current

- Exceeded customer purchase rate targets by 6% and average order size targets by 4% by quickly addressing customer needs
- Through a detailed understanding of product inventory and customer interest managed a 2% return rate, 42% below target estimates
- Recognized as employee of the month in August 2019 for exceptional sales performance
- Sold customers on value of Macy's credit card and loyalty program, exceeding sign up rates for the program by 10% for full year 2019

Geico

Customer Service Rep

Washington, DC | 2018 - 2019

- Quickly directed customers to the proper department based on whether they were calling about an insurance claim or looking for a new policy
- Exceeded targeted call volume goals by 11% by quickly building a relationship with customers to provide a solution to their inquiries
- Maintained a positive, can-do attitude with customers to help guide them through a stressful period in their life
- Up-sold eligible customers on the benefits of umbrella coverage to ensure all their assets were protected in the event of an automobile accident

Hess

Store Attendant

Seattle, WA | 2017 - 2018

- Handled cash and credit transactions for both fuel purchases and purchases in the convenience store associated with the Hess gas station
- Went above and beyond and aided elderly customers with pumping their gas whenever asked to ensure a great customer experience
- Calculated revenue totals at the end of each shift and reported any minor discrepancies between cash in the till and receipt totals

halF908@gmail.com

(123) 456-7890

New York, NY

[in](#) LinkedIn

SKILLS

Adaptable
Detail Oriented
Accountable
Problem Solving
Compassionate
Interpersonal Skills
Customer Service
Critical Thinking

EDUCATION

Kennedy High School

Diploma
2013 - 2017
New York, NY