

Hal Feeney

Entry Level Call Center Rep

Excited about the prospect of utilizing my outstanding customer service and communication skills to help Wishlist Inc. increase call rates and positive customer service reviews.

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☎ (123) 456-7890

📍 Miami, FL

🌐 [LinkedIn](#)

Work Experience

TelloTime Grocery

Cashier

2019 - current | Miami, FL

- Maintained upbeat, positive attitude at all times, receiving recognition as employee of the month 3 times for creating a welcoming environment.
- Rotated check-out isle items, displaying popular items closest to the checkout counter, increasing last-minute purchases by 15%.
- Properly completed all cash and credit transactions, and ensured that charges matched receipts.
- Memorized extensive inventory, locations, deals, promotional, and coupon availability to answer customer questions efficiently, boosting customer loyalty and sales by 10%.
- Processed items quickly while avoiding item damage, and bagged items for customers reducing average wait time in check-out lines by 4+ minutes.

Terellio's Italian Restaurant

Server

2018 - 2019 | Miami, FL

- Created an inviting and friendly environment to make diners feel welcome and comfortable, increasing return rate by 20%.
- Collaborated with servers and host/hostess, ensuring customer wait time was minimized.
- Proactively suggested appetizers, drinks, add-ons and other high-margin options to diners, increasing revenue by 8% and customer satisfaction by 30%.
- Operated as a team, picking up shifts and working extra tables during peak hours and busy days, enhancing staff cohesion and reducing turnover by 15%.
- Provided thorough, thoughtful, polite customer service while remaining mindful of time and guaranteeing 100% of parties with reservations were seated within 5 minutes.
- Maintained knowledge of 30+ menu items and rotating specials, including cooking preparation, methods, and dietary restrictions to answer all customer questions promptly.

Skills

- Friendly
 - Hard Working
 - Empathetic
 - Process Oriented
 - Organized
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Education

High school diploma

Miami Edison High School

2014 - 2018 | Miami, FL