

HAL FEENEY

ENTRY-LEVEL CALL CENTER REP

CONTACT

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Miami, FL 
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EDUCATION

High school diploma
Miami Edison High School
2014 - 2018
Miami, FL

SKILLS

Friendly
Hardworking
Empathetic
Process-oriented
Organized

CAREER OBJECTIVE

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.

WORK EXPERIENCE

Cashier

TelloTime Grocery
2019 - current / Miami, FL

- Maintained upbeat attitude, receiving recognition as Employee of the Month 3 times for creating a welcoming environment
- Rotated check-out aisle items, displaying popular items closest to the checkout counter, increasing last-minute purchases by 19%
- Executed 160+ cash and credit transactions, ensuring charges matched receipts
- Memorized extensive inventory, locations, deals, promotional, and coupon availability to answer customer questions, boosting customer loyalty and sales by 13%
- Processed items while avoiding damage, reducing average wait time in check-out lines by 4+ minutes

Server

Terellio's Italian Restaurant
2018 - 2019 / Miami, FL

- Created an inviting environment to make diners feel welcome and comfortable, increasing the return rate by 26%
- Collaborated with 11 servers and host/hostess, ensuring customer wait time was minimized
- Suggested appetizers, drinks, add-ons, and other high-margin options to diners, increasing revenue by 8% and customer satisfaction by 39%
- Operated as a team, picking up shifts and working extra tables during peak hours, enhancing staff cohesion and reducing turnover by 11%
- Provided thorough customer service while remaining mindful of the time and guaranteeing 100% of parties with reservations were seated within 6 minutes
- Maintained knowledge of 33+ menu items and rotating specials, including cooking preparation, methods, and dietary restrictions to answer customer questions