

Neil Hall

Customer Retention Specialist
neil4hall@gmail.com

Profile

Dynamic professional with over 25 years of combined experience in full-stack programming, customer relations, inventory management, product quality control and quality assurance.

Seeking new opportunities as an entry level full-stack developer following my recent completion of the University of Toronto SCS coding boot camp.

Skills

Skill group

| | |
|---------------------------|------------------------|
| SPA frameworks | <div><div></div></div> |
| Proactive Problem solving | <div><div></div></div> |
| Communication | <div><div></div></div> |

Experience

2018 - Present

Easy Home, Goeasy

Customer Retention Specialist , North York

- Maintain communication with customers.
- Control customer's accounts.
- Process customer's payments.
- Assess and address customer complaints.
- Conduct customer negotiations.
- Develop and implement customer retention strategies
- Actively participate in clientele building initiatives.
- Provide on the job training for new staff.

2016 - 2018

Prodigy Parts

Shipping Agent , Toronto

- Inspected and verified auto parts.
- Fulfilled invoices using scanners, digital ergonomics, Trello and Sequel Pro.
- Managed inventory using google sheets and Redmine applications.
- Ensured the proper storage and transportation of goods.
- Collaborated with team members, clients and management to achieve full customer satisfaction.

2002 - 2016

Caribbean Cement Company

Laboratory Quality Control Coordinator, Kingston

- Setup and conducted chemical analyses.
- Conducted equipment calibrations and diagnostic checks.
- Compiled, interpreted and presented data.
- Participated in process optimization and performance improvement strategies.
- Troubleshoot and corrected software system failures.

Contact

🏠 1 Graymar road, Brampton
Ontario L6S 1Z7
☎ 416-856-2537
✉ neil4hall@gmail.com

2002 - 2016

Caribbean Cement Company (continued)

Laboratory Quality Control Coordinator,
Kingston

- Participated in management systems audits.
- Provided leadership, technical advice and training to colleagues and junior staff.

Education

2021 - 2021

Coding Boot camp

University of Toronto School of continuing studies , Toronto

Training included full stack programming languages and frameworks such as React, JavaScript, Express and HTML.

1998 - 2000

Master of Science Computer Science Systems and computer Sciences

Howard University, District of Columbia

Training included the design, programming, and application of computing systems.

1990 - 1995

Bachelor of Science: Chemistry and Biochemistry

University of the West Indies, Kingston

Training included fundamentals of chemical and biochemical processes and applications.