

Sean Hackett

Junior Full Stack Developer

Toronto, ON
PHONE: (647) 563-6431

EMAIL:
seanhackettDEV@gmail.com

WEBSITE:
<https://www.layerlabs.io>

EDUCATION

The Modern React Bootcamp, Udemy— *Certificate*

JUNE 2022 - PRESENT

The Web Developer Bootcamp, Udemy — *Certificate*

FEBRUARY 2022 - MAY 2022

Broadcast and Online Journalism, Ballyfermot College — *Higher Diploma*

SEPTEMBER 2010 - JUNE 2013

EXPERIENCE

TD Canada Trust, Markham, ON — *Contact Center Representative*

NOVEMBER 2020 - NOVEMBER 2021

- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Boosted customer service satisfaction ratings through consistent quality control.
- Educated customers on company systems, form completion and access to services.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Used consultative sales techniques to understand customer needs and recommend relevant products and services.

MAC Cosmetics, Toronto, ON — *Retail Makeup Artist*

NOVEMBER 2019 - JUNE 2020

- Kept up-to-date with style industry standards, trends and techniques to provide optimal aesthetics services to every client.
- Shared product knowledge with customers by giving personal recommendations, providing professional feedback, developing strong customer relationships and client referrals.
- Continuously and actively developing expertise on clients needs individually, assessing the constantly changing marketplace and updating product knowledge by attending seminars.

TECHNICAL SKILLS

HTML5

CSS

Javascript

Responsive Design

Mongoose

MongoDB

Express.js

Node.js

SOFT SKILLS

Strong creative ability

Great attention to detail

Excellent problem solving skills

Strong communication skills

Excellent team player

Strategic planning

Excellent time management

Starbucks, Toronto, ON — *Barista*

JUNE 2019 - FEBRUARY 2020

- Recommended products based on solid understanding of individual customer needs and preferences.
- Created a wide variety of hot and cold drinks in average shifts with consistently positive customer satisfaction scores.
- Completed successful daily cash audits to correctly balance drawers at end of shifts.

MAC Cosmetics, Dublin, Ireland — *Retail Makeup Artist*

SEPTEMBER 2018 - JUNE 2019

- Developing and maintaining an effective environment to achieve sales targets.
- Providing an amazing and unique customer experience from start to finish.
- Using my expertise in makeup artistry by demonstrating products on customers.
- Maintaining cleanliness of store and ensuring quality of visual merchandising.

Circle K, Maynooth, Co. Kildare, Ireland — *Supervisor*

NOVEMBER 2015 - JULY 2018

- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows.
- Coordinated employee schedules to keep pace with business needs and meet company demands.
- Successfully executed site audits, health and safety visits and in store monthly checks.
- As supervisor I created friendly relationships with all staff members setting performance standards for the site and applying that to the staff to ensure appropriate, and realistic job goals, while providing ongoing guidance to employees.

REFERENCES

References available on request.