

Sean Hackett

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SUMMARY

A motivated, adaptable, goal oriented individual. I have a keen drive to work hard, a positive and friendly attitude and great experience in the field of teamwork. Well organized and dependable candidate successful at managing multiple priorities. Willingness to take on added responsibilities to meet team goals.

EDUCATION

Hong Kong University of Science and Technology, Online
— *Full Stack Web Development with React Specialization*

AUGUST 2022 - PRESENT

Udemy, Online — *The Web Developer Bootcamp*

FEBRUARY 2022 - MAY 2022

Ballyfermot College, Dublin, Ireland — *Higher Diploma in Broadcast and Online Journalism*

SEPTEMBER 2010 - JUNE 2013

EXPERIENCE

TD Canada Trust, Markham, ON — *Contact Centre 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 and products.
- Achieved high satisfaction ratings through proactive one-call resolutions of customer issues.
- Appointed weekend team lead by my manager to encourage and motivate my team by setting goals to achieve daily targets
- Was awarded employee of the month for consistency and exceeding compliance standards for 6 consecutive months.

TECHNICAL SKILLS

HTML5

CSS

Javascript

React

Responsive Design

MongoDB

Express.js

Node.js

Git

SOFT SKILLS

Strong creative ability

Great attention to detail

Excellent problem solving skills

Strong communication skills

Excellent team player

Strategic planning

Excellent time management

REFERENCES

References available on request.

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

NOVEMBER 2019 - JUNE 2020

- Actively met sales targets increasing monthly store sales and reaching highest employee sales on numerous occasions competing with some of North America's top stores.
- 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.

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 the end of shifts.

MAC Cosmetics, Toronto, ON — *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, 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.

