

# Hunter Hampton

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## SUMMARY

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Tech-savvy, efficiency-oriented, and aspiring college student majoring in Interactive Digital Media with extensive computer design skills as well as knowledge in Microsoft Office Suite. Possess multiple customer serving and volunteering experiences, seeking opportunities within the graphic design field with a focus on the computer/digital media industry.

## EDUCATION

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### Drexel University

Bachelor of Science in Interactive Digital Media

Philadelphia, PA

Anticipated graduation 2022

### Rowan College at Gloucester County

Associate of Computer Graphic Arts

Sewell, NJ

- GPA: 4.0

## EXPERIENCE

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### QVC

Network Operations / IVR Specialist

West Chester, PA

October 2019–Present

- Partnered with WorkForce, Planning, and Senior Management to meet established goals and expectations regarding call handling
- Maintained databases and spreadsheets used by the Command Center and external departments
- Accessed, entered and analyzed data/situations and drew relevant conclusions to alert site teams
- Generated and maintained hourly Senior Management reports on contact center performance
- Ensured adequate intraday agent staffing within a constantly changing, live show environment
- Balanced calls waiting with availability by cross referencing projections with live data
- Escalated and participated in bridge calls with Telecom, Help Desk, and IT
- Monitored sales and customer Service IVR's for both QVC and HSN
- Facilitated recording session with voice talent

### Chick-fil-A

Team Leader

Deptford, NJ

May 2018–October 2019

- Delegated positions and created station setups assigning positions, tasks, and responsibilities
- Released unnecessary staffing when workload did not pair well with employee potential
- Authorized special permissions, discounts, and managerial functions through POS
- Enforced and maintained high company visual and health standards
- Handled guest recovery, phone calls, and deferred catering
- Trained new employees

## SKILLS

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- Adobe Suite: InDesign, Illustrator, XD, Photoshop, Premiere, and Audition
- Microsoft Office Suite: Excel, Word, and Access
- Coding Languages: HTML, CSS, MD