

Hallie Dugan

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Authorized to work in the US for any employer

Work Experience

Game Guide

Breakout Waikiki-Waikīkī, HI

July 2025 to Present

Cashier

Michaels-Oklahoma City, OK

August 2023 to May 2024

- Deliver friendly customer service, help customers shop our store, and find what they're looking for
- Provide a fast and friendly checkout experience; execute cash handling to standards
- Engage customers on the benefits of the Rewards program and Private Label Credit Cards and complete enrollments
- Upsell credit cards and ask customers to join the reward program.
- Other duties as required

Freelancer

Freelance/Self Employed-Kansas City, MO

July 2021 to August 2023

Provided customer-facing support for tourists and local clients

- Assisted with promotions, event support, and guest check-in
- Handled cash and digital payments (Venmo, Cash App)
- Adapted quickly to short-term and on-call roles

Courier/Delivery Driver

Quicksilver Express Courier-Kansas City, KS

July 2021 to July 2022

Possess and maintain valid drivers license with safe driving record. Operate motor vehicle in safe and legal manner. Be able to quickly locate specific addresses. Be able to communicate and complete tasks assigned via a smartphone application (training provided)

Delivery Driver

DoorDash-Kansas City, MO

September 2018 to July 2022

- Use -strong "people skills" with merchants and customers.
- Practice- masking, hand washing, and social distancing.
- Earned-5/5 Customer Satisfaction Rating.

Assistant Teacher

Belmont Montessori School-Lees Summit, MO

May 2019 to February 2020

- Coordinated social-emotional learning environment.
- Assisted special need students in sensory integration learning and play.

Barista

Marriott International-Lee's Summit, MO

October 2015 to October 2018

- Practiced the Starbucks philosophy, of creating a culture of warmth and belonging where everyone is welcome.
- Educated customers about the variety of products.
- Achieved “certified barista” within 2 weeks.
- Trained new employees.
- Operated MICROS cash/credit balance system.

Education

High school diploma or GED

Some college

Bishop Miege High School-Roeland Park, KS

Liberal Arts Curriculum

Avila University-Kansas City, MO

Micro Computer Applications

Metropolitan Community College Kansas City-Kansas City, MO

Skills

- Interpersonal communication
- Office experience
- POS
- Restaurant experience
- Microsoft Office
- Microsoft Word
- Attention to detail
- Dependability
- Interpersonal skills
- Customer inquiry handling
- Delivery detail verification
- Cash register operations
- LAN
- Computer literacy
- iOS

- Food & beverage industry
- Windows
- Coffee experience
- Search engines
- Medical terminology
- Microsoft Outlook
- Store opening/closing procedures
- Zendesk (1 year)
- Client services
- English
- Customer service
- Financial services
- Retail math
- Office management
- HIPAA
- Courier
- Mobile devices
- Calendar management
- Communication skills
- Live chat (5 years)
- Filing
- Cashiering
- Phone inquiries
- Food preparation
- Sales
- Cooking
- Supervising experience
- Accounts receivable
- Customer support experience within hospitality industry
- Geometry
- Typing
- Word processing
- Clerical experience
- Analysis skills
- Escalation handling
- Casino
- Food service
- Cleaning
- Food industry
- Experience with children

- Greeting customers
- Food safety
- Micros POS
- Document management
- Phone etiquette
- Social media engagement
- Grammar Experience
- Serving
- Guest services
- Microsoft Excel
- Espresso coffee making
- Hospital experience
- Cash handling
- Retail sales transactions
- Load & unload
- Non-technical user support
- Client interaction via phone calls
- Meal preparation
- Writing skills
- Manual transmission
- Computer skills
- Appointment scheduling
- Delivery driver experience
- Café
- POS systems
- Positive interaction facilitation
- Shift management
- Learning technology
- Customer communication
- Computer operation
- Social media management
- Order picking
- Time management
- Coffee shop
- Decision making
- Food handling
- Cold brew coffee making
- 10 key typing
- Processing cash transactions
- Teamwork

- Driving
- QuickBooks
- Phone call management
- Mac OS
- Administrative experience
- Team motivation (leadership skill)
- Quick service & fast food restaurant
- Organizational skills
- Hospitality
- Retail sales
- Front desk
- Data entry
- Customer support (5 years)
- Google Docs

Languages

- English

Certifications and Licenses

Driver's License