

TRINITY HAMILTON

Customer Service Professional

PROFESSIONAL SUMMARY

Customer Service Professional with 5 years of experience in enhancing customer satisfaction and operational efficiency across retail, education, and childcare sectors. Demonstrates strong leadership, problem-solving, and technical skills, including proficiency in Microsoft Word, Excel, and PowerPoint. Known for innovative approaches to inventory management and team collaboration, consistently driving organizational success and fostering a positive work environment.

EMPLOYMENT HISTORY

CASHIER AND BARISTA

Super Target/Target Starbucks

Nov 2023 - Sep 2024

Acworth, GA

- Assisted customers with checkout and inquiries, enhancing satisfaction and loyalty.
- Promoted store promotions, increasing awareness and customer engagement.
- Operated Starbucks register, prepared beverages, and personalized recommendations.
- Managed inventory and ensured cleanliness, facilitating efficient shift closures.
- Streamlined customer service operations by mastering dual roles in checkout and beverage preparation, reducing wait times during peak hours.
- Maintained precise inventory control and quality standards while coordinating between retail and café operations to optimize resource allocation.
- Developed creative upselling strategies by combining Target promotions with Starbucks offerings to enhance customer purchase value.
- Cross-trained team members in register operations and drink preparation, strengthening operational flexibility during high-traffic periods.
- Implemented efficient closing procedures by organizing tasks systematically, ensuring thorough sanitization and stock replenishment.
- Orchestrated seamless integration of retail and café operations, optimizing service delivery and enhancing customer satisfaction through strategic multitasking.

BOOKSELLER

Claflin University Bookstore (Barnes & Noble)

Jul 2022 - Aug 2023

Orangeburg, SC

- Guided customers in finding books, enhancing their shopping experience and satisfaction.
- Organized store layout, improving efficiency and visual appeal.
- Coordinated with faculty for timely textbook availability, ensuring academic needs are met.
- Trained new staff, boosting team efficiency and service consistency.
- Implemented inventory protocols, reducing search time and increasing stock accessibility.
- Simplified textbook acquisition workflow by implementing digital tracking system, reducing student wait times and enhancing academic material availability.
- Partnered with faculty to optimize course material procurement, ensuring accurate and timely delivery of required textbooks for academic sessions.
- Developed digital resource guides and modernized inventory tracking methods, improving customer service efficiency and stock management.
- Mentored new team members in store operations and customer service protocols, fostering consistent service excellence and team cohesion.
- Arranged seasonal merchandising displays and maintained precise inventory records, enhancing store aesthetics and product accessibility.

CAREGIVER***La Petite Academy*****Dec 2020 - Apr 2021****Moncks Corner, SC**

- ◆ Ensured child safety and hygiene, maintaining a nurturing environment
- ◆ Organized meals and activities, fostering development and engagement
- ◆ Oversaw incidents with care, ensuring swift resolution and communication
- ◆ Put into effect comprehensive childcare protocols while fostering emotional development and maintaining detailed progress records for each child.
- ◆ Developed age-appropriate learning activities and maintained structured daily schedules to enhance children's cognitive and social development.
- ◆ Partnered with parents and staff to create individualized care plans, ensuring optimal development milestones for each child.
- ◆ Established effective emergency response procedures and maintained consistent communication channels with families and healthcare providers.
- ◆ Created engaging educational activities that promoted motor skills development while maintaining strict safety and hygiene standards.
- ◆ Designed and executed personalized learning programs for diverse age groups, integrating creative play with educational objectives while monitoring developmental progress

SUMMER CAMP COUNSELOR**May 2019 - Aug 2019*****Music and Motion*****Ladson, SC**

- ◆ Led engaging activities for 15-30 children, ensuring a safe, inclusive environment.
- ◆ Facilitated creative projects, boosting teamwork and participation.
- ◆ Maintained camp guidelines, supporting children's emotional and physical well-being.
- ◆ Began engaging recreational programs for groups of 15-30 children, promoting social skills and personal growth through structured activities
- ◆ Implemented behavior management strategies to maintain camp safety standards while fostering positive group dynamics among participants
- ◆ Coordinated with fellow counsellors to design and execute age-appropriate activities that enhanced children's creative and social development
- ◆ Monitored daily activities and maintained accurate attendance records while ensuring compliance with safety protocols and emergency procedures
- ◆ Created an inclusive learning environment that celebrated diversity and encouraged participation from all campers through adaptive programming
- ◆ Outlined adaptive recreational activities for groups of 20-25 children, focusing on individual growth and inclusive participation

EDUCATION

JUN 2017***Orangeburg Wilkinson High School*****Orangeburg, SC**

SKILLS

Microsoft Word (*Expert*), Excel (*Skillful*), PowerPoint (*Expert*), Customer Service (*Experienced*),
Time Management (*Experienced*), Leadership (*Experienced*), Training (*Experienced*), Inventory Management (*Experienced*),
Problem Solving (*Experienced*), Team Collaboration (*Experienced*).

LANGUAGES

English (*Native*).