

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

<div>CASHIER AND BARISTA</div> <div><i>Super Target/Target Starbucks</i></div> <ul style="list-style-type: none">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 hoursMaintained precise inventory control and quality standards while coordinating between retail and café operations to optimize resource allocationDeveloped creative upselling strategies by combining Target promotions with Starbucks offerings to enhance customer purchase valueCross-trained team members in register operations and drink preparation, strengthening operational flexibility during high-traffic periodsImplemented efficient closing procedures by organizing tasks systematically, ensuring thorough sanitization and stock replenishmentOrchestrated seamless integration of retail and café operations, optimizing service delivery and enhancing customer satisfaction through strategic multitasking	<div>Nov 2023 - Sep 2024</div> <div><i>Acworth, GA</i></div>
<div>BOOKSELLER</div> <div><i>Claflin University Bookstore (Barnes & Noble)</i></div> <ul style="list-style-type: none">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 availabilityPartnered with faculty to optimize course material procurement, ensuring accurate and timely delivery of required textbooks for academic sessionsDeveloped digital resource guides and modernized inventory tracking methods, improving customer service efficiency and stock managementMentored new team members in store operations and customer service protocols, fostering consistent service excellence and team cohesionArranged seasonal merchandising displays and maintained precise inventory records, enhancing store aesthetics and product accessibility	<div>Jul 2022 - Aug 2023</div> <div><i>Orangeburg, SC</i></div>

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***Music and Motion*****May 2019 - Aug 2019*****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*).