

Breanna Hayes

Fort Worth, TX 76177

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Phone Number: +1-203-726-3969

Professional Summary

Self-motivated hard worker ready to take on any task that is needed for me to do. I like to achieve tasks in the best possible way and fully. I take pride in my work and enjoy accomplishing goals. Boosted customer loyalty by maintaining optical stock levels and created significant customer relationships in order to make their shopping experience great. Demonstrated commitment to service and considered highly organized and enthusiastic. I always come into work with a positive attitude and spread kindness everywhere I go.

Work Experience

Team Member

Walmart

January 2022 to Present

- Complies with company policies, procedures, and standards of ethics and integrity by implementing related action plans; using the Open Door Policy; and applying these in executing business processes and practices.
- Completes work assignments and priorities by using policies, data, and resources; collaborating with managers, co-workers, customers, and other business partners; identifying priorities, deadlines, and expectations; carrying out tasks; communicating progress and information; determining and recommending ways to address improvement opportunities; and adapting to and learning from change, difficulties, and feedback.

- Provides member service by acknowledging the member and identifying member needs; providing guidance and support to members regarding self- service technology; assisting members with purchasing decisions; locating merchandise; resolving member issues and concerns; and promoting the company's products and services.

Customer Specialist Representative

Wells Fargo Bank

June 2021 to January 2022

- Used consultative techniques to understand customer needs and make strategic referrals to business partners.
- Assisted customers with needs such as opening accounts, depositing or transferring funds, updating account details and signing up for new services.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
- Increased efficiency and team productivity by promoting operational best practices.
- Described product highlights and benefits to help guide purchasing decisions.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Applied basic sales strategy to engage customers and present solutions to suit individual needs.

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- Took payment information and other pertinent information such as addresses and phone numbers to place orders.
- Complied with company policies and procedures by encouraging a positive and effective work environment among all employees.
- Provided primary customer support to internal and external customers.
- Offering advice and assistance to customers, paying attention to special needs or wants.

Produce Clerk

April 2019 to June 2021

- Designed and constructed advertising signs to attract customers and promote sales.
- Maintained safe, neat and clean working environment and closely monitored for wet floors or other hazards.
- Inspected floor displays, noted missing items and immediately replenished merchandise.
- Readied items for sales floor stocking by affixing tags and preparing shelf labels.
- Stayed current on available products, store promotions and customer service policies to better serve shoppers.
- Stamped, attached or changed price tags on merchandise shelving and updated computerized price list.
- Observed safety protocols when transporting merchandise to different areas of the store to alleviate item damage.
- Pleasantly greeted customers and provided prompt and courteous service.

Education

Associate of Arts in Psychology

BA Psychology w/conc in Mental Health (In Progress)

Tarrant County College District - Fort Worth, TX

Accomplishments

Merit List- September 2020

Certification of Recognition for Academic achievement

Member of Phi Theta Kappa-Beta Chi Zeta

Member of the NSHSS

GPA: 3.6

Skills

- Filing & organization
- Arranging and managing information or materials using a set of rules
- Comprehending and responding to retail customer needs Full results: Proficient
- Basic attention to detail
- Identifying differences in materials, following instructions, and detecting details among distracting information
- Customer focus & orientation
- Responding to customer situations with sensitivity Full results: Proficient
- Typing