

Hannah E. Martin

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MISSION STATEMENT

I am an English student that utilizes my oral and written communication skills to provide outstanding customer service.

SKILLS & INTERESTS

Skills: Microsoft Office (Excel, Word, etc.), Customer Service, Leadership, Oral and Written Communication

Interests: Writing, Microsoft Programs, Community Outreach, Strategic Management

WORK EXPERIENCE

J. Christopher's at Town Center

Kennesaw, GA

Server

March 2018 to Present

- Preserved brand standards and store guidelines by ensuring product, service, and environment is always kept up to the company's standards and guidelines.
- Assisted upper management in operational tasks such as opening the restaurant and operating cash registers.
- Upheld the highest standard of customer service thus gaining regular clientele and retaining life-long customers.
- Received frequent praises in form of reviews complimenting excellent customer service, execution of service, and friendliness.

The Vortex at Little Five Points

Atlanta, GA

Server, Customer Enthusiast

June 2017 to November 2017

- Maintained strict concentration in a fast-paced work environment and adapted to new situations and stimuli without losing excellent customer service.
- Balanced multiple tasks and projects simultaneously without pause or fault in service, including table service, side work, and food running.
- Provided excellent service in a high-volume restaurant to hundreds of patrons a day.
- Interacted with international guests and made sure that their needs were appropriately and efficiently met.
- Studied product offering and surrounding city attractions in order to provide the best recommendations concerning food, drink, and local attractions to visiting customers.

Ashley Homestore

Kennesaw, GA

Sales Associate, Customer Services Representative

July 2016 to June 2017

- Maintained exceptional customer service, including being prompt, honest, and respectful to customers
- Worked diligently with sales representatives and management to improve guest satisfaction and retention
- Organized sensitive information in Microsoft Excel, including financial codes, customer information, and the store's income and expenditures
- Processed transactions, purchases, and returns while informing customers about relevant products, sales, and warranties
- Reduced store shrinkage by following company procedures concerning transactions, check-out process, and product mark-downs

EDUCATION

Kennesaw State University

Kennesaw, GA

B.A, Major in English

Expected Graduation: December 2022

Relevant Coursework: Introduction to Psychology • Theatre and Society • African American Literature Studies • Careers in Writing