

Delaney Black

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Summary

Reliable and enthusiastic with experience in reception, sales and customer service areas. Skilled in customer engagement, problem resolution, and various software operations. Known for remaining poised and calm in busy environments. Hardworking and proficient.

Experience

Parasail Mate

Sky Pirate Watersports • Hilton Head Island, South Carolina

05/2020 - Present

- Juggle multiple projects and tasks
- Demonstrate self-reliance by meeting and exceeding workflow needs.
- Provide excellent service and attention to customers when face-to-face or through phone conversations.

Guest Service Associate

European Wax Center • Columbia, SC

02/2021 - 05/2021

- Guaranteed guest satisfaction and positive experience through genuine, enthusiastic and friendly interactions.
- Handled payment processing and provided customers with receipts and proper bills and change.
- Answered phones to respond to customer inquiries and transfer calls to appropriate staff members
- Input customer data into reservation software and made immediate updates to reflect changes

Sales Manager

Carter's Babies and Kids • Bluffton, SC

11/2017 - 01/2020

- Supervise a team of 2-4 employees
 - Assign employees to specific duties to best suit needs of the store
 - Count cash drawers and make daily bank deposits
 - Evaluate sales personnel on a monthly basis and discuss target goals
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Skills

- Customer service
 - Receptionist
 - Phone Etiquette
 - Data entry
 - Sales Analysis
 - Performance Management
 - Training
 - Team Management
 - Restaurant Experience
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Education

Hospitality Management

University of South Carolina • Columbia, SC

12/2022