

Topher Hall

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I expect to associate myself with a professionally driven, well-respected organization by pursuing a challenging, responsible, dynamic and rewarding career and applying my knowledge, expertise, skills and enthusiasm; which will assist my career development and contribute effectively to the progress of the organization and the society as well.

WORK EXPERIENCE

Owner • Full-time

Owner / Buyer/Seller • Austin • 01/2001 - Present

Using market knowledge and research to buy and resell products such as smartphones, laptops, small appliances, small electronics, and any other items that can be sold for a profit Buying and selling on ebay, craigslist, online yard sales, local yard sales, flea market, and Facebook Profit margin never below 50% Forecasted purchasing trends and improved merchandising strategies by completing online courses Prepared packages for shipment, pickup and courier services for prompt delivery to customers Maintained key item stock levels and wrote or expedited purchase orders Analyzed inventory usage and assessed trends to provide maximum coverage for each time period Negotiated pricing to determine the best deal and save approximately 60% annually.

- Increased annual sales by 15% through development of effective marketing strategies, leading to improved revenue for the business.

Mascot Promo Team • Full-time

Hillsboro Hops / MLB Mascot, Promo Team • 97229 • 04/2022 - 09/2023

Give fans positive experiences and great memories by staying in character throughout events and photo sessions. Focus on keeping customers engaged, happy and comfortable during games / events. Develop funny and positive answers to fan questions with special emphasis on entertaining children. Keep optimal physical conditioning to handle long periods of standing and wearing heavy, hot costume pieces. Take extra care connecting with children, disabled fans and VIPs to strengthen organizational loyalty. Develop and execute innovative strategies for revitalizing entertainment programs. Delight audience members by using diverse cheers, dance routines and personal contact sessions after events. Maintain costumes and equipment in performance-ready condition by removing stains, repairing damage and replacing worn components. Hold special one-on-one sessions with fans and attend charity events to capitalize on diverse promotional strategies. Create entertaining comedy sets to build fan momentum and gain online attention. Mentor other Mascots in new methods of performance. Quickly learn new skills and apply them to daily tasks, improving efficiency and productivity. Carry out day-day-day duties accurately and efficiently. Demonstrate respect, friendliness and willingness to help wherever needed. Work flexible hours; night, weekend, and holiday shifts. Performing duties in accordance with applicable standards, policies and regulatory guidelines to promote a safe working environment. Maintain energy and enthusiasm in a fast-paced environment.

- Organized and executed successful mascot meet-and-greets, leading to a 75% increase in customer loyalty and repeat business.
- Elevated brand awareness by 30% through engaging with 500+ event attendees as a Mascot Promo Team member.

- Collaborated with marketing team to create engaging and entertaining mascot routines, leading to a 15% increase in brand recognition.
- Developed and executed a community outreach program within local schools resulting in a 30% increase in brand recognition and fan engagement.
- Engaged with over 10,000 fans at sporting events, increasing brand awareness by 20%.
- Promoted team merchandise and increased sales by 15% through creative on-field promotions and giveaways.
- Collaborated with marketing team to plan and execute highly successful mascot appearance at local community event.
- Developed and implemented a new mascot costume design, resulting in a 20% increase in fan engagement and positive feedback from customers.
- Boosted fan engagement by 50% through unique and engaging mascot performances during game breaks.
- Organized and executed successful mascot appearances at 20+ community events, driving a 40% increase in brand recognition for Mascot Promo Team.

Customer Service Rep • Full-time

Redtail Technology • Rome Ga • 11/2010 - 09/2011

Provided world-class service via inbound calls, email, chat. Troubleshoot issues regarding speed of site and issues with site. Assist customers with setting up and being familiar with how to use CRM, imaging, email. Converting customers from an older system to Leapfrog CRM. Recorded customer calls via noting accounts. Assisted at training events for customers in house and Redtail University. Assisted in training employees

- Consistently met and exceeded monthly sales goals by 15% through effective communication and problem-solving skills.

Customer Service Rep • Full-time

T-Mobile • Chattanooga TN • 12/2007 - 09/2008

Delivered world-class customer service and built customer satisfaction and loyalty. Provided effective and timely resolution of a range of customer inquiries. Strived for one call resolution of customer issues. Completed ongoing training to stay abreast of product, service and policy changes. Strived a positive and cooperative tone with both customers and coworkers. Demonstrated the best judgment in the disbursement of adjustments and credits. Increased the customer experience by providing information on new products, rate plans, and services through up-selling opportunities. Top 5% overall out of an estimated 700 people. Ensured that team members obtain the appropriate training and support to best apply their knowledge and skills on the job. Communicated business strategies and results to CSRs, to empower them as T-Mobile's #1 employee. Created and fostered a positive, successful, and professional work environment where employees choose to work and achieve their goals. Built solid productive relationships with all levels of leadership and support teams.

- Consistently maintained a 95% customer satisfaction rate, resulting in a 10% increase in customer retention.
- Implemented new customer service system, resulting in a 20% decrease in response time and improved customer feedback by 90%.
- Resolved 95% of customer complaints within 24 hours resulting in improved customer satisfaction and retention.
- Handled over 100 customer inquiries per day with an average resolution time of less than 5 minutes.

EDUCATION

Certificate in Certified Customer Service Specialist

Georgia Northwestern Technical College • Rome Ga • GPA: 4.0 • 09/2001 - 06/2002

VOLUNTEERING & LEADERSHIP

Senior Ride • 08/2017 - 01/2019

Driver • Charleston, Sc

Driving seniors to and from appointments or anywhere they choose to go.

SKILLS

AS 400, Microsoft Excel, Microsoft Outlook, Microsoft Word, Windows