

Christopher Hansford

Motivated and reliable professional transitioning into the HVAC industry with a strong background in customer service, management and technical troubleshooting. Recently EPA 608 and 609 certified. Eager to gain hands-on experience.

CERTIFICATIONS

- EPA 608 Universal Certification
- EPA 609 MVAC Certification

EXPERIENCE

BetMGM, Remote — Customer Care

JUNE 2024 - PRESENT

- Primary point of contact for all customer inquiries across various regions via phone, e-mail and live chat.
- Assess customer technical inquiries and provide troubleshooting support.
- Possessed a strong understanding of policies which varied by state, in order to handle inquiries and complaints properly.

Net-A-Porter, Mahwah, NJ — Customer Care Support

APRIL 2023 - JUNE 2024

- Interact with customers over the phone and multiple written channels.
- Inspect and verify goods against invoices or other documents.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Liaise with shipping providers to ensure top-tier service.
- Assist customers with product queries, returns, delivery, registration, payments and more.

Gucci, Jersey City, NJ — Client Advisor

MAY 2022 - APRIL 2023

- Demonstrate active leadership.
- Incorporate product knowledge in the sales process.
- Support shipping and receiving, inventory control as needed.
- Maintain and expand client books.
- Take in repairs and maintain consistent follow-up with clients regarding repairs and alterations.
- Recommend new and innovative approaches to address customer concerns and share successful ideas within the team.

Packer Shoes, Teaneck, NJ — Co-Manager

APRIL 2021 - APRIL 2022

- Ensure the sales floor and stockroom are in order.
- Accurately package and ship out online orders.
- Supervise staff on daily task.
- Train new hires on key responsibilities.
- Surpass weekly sales goals.
- Cultivate relationships with new and returning customers.

Footlocker, Inc, Wayne, NJ — Assistant Manager

NOVEMBER 2012 - APRIL 2021

- Monitor and maintain the sales floor and stockroom
- Provide exceptional support to the store manager.
- Work with customers to evaluate and assist with their needs. • Supervise staff
- Train new hires on key responsibilities and brand standards. • Efficiently process inbound and outbound shipments in a timely manner.

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SKILLS

Time Management

Leadership

Management

Customer Service

Luxury Retail

Organizational Skills

Microsoft Office

Communication

iGaming

HVAC Troubleshooting (in training)

EDUCATION

Bergen Community College, Paramus, NJ

Music & Technology

Wesley College, Dover, DE Media & Communications