**NAOMI L. HALL**

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**SUMMARY**

High-energy manager and team player focused on promoting customer satisfaction through exceptional service and maintaining excellent hotel accommodations.

**HIGHLIGHTS**

Exceptional customer service Conflict resolution
Outstanding communicator MS Office expert
Inventory management systems Data entry
Cash handling expertise Staff motivation and training
Superb interpersonal skills Relationship-building
Sales reports and correspondence Reliable

**ACCOMPLISHMENTS**

Raised sales through employee incentive program

Received very rare perfect score from headquarters inspector

Reduced waste and implemented cost savings program for inventory

**EXPERIENCE**

01/2007 to Present **Volunteering / Self-employment**

Formative time outside paid workforce caring for 3 young children

Sunday school teacher, active and enthusiastic volunteer at multiple schools

Launched online store selling handmade bags, quilts, and specialty items

11/2004 to 01/2007 **Subway World Headquarters** – Milford, CT Franchise Coordinator

Headquarters liaison for franchisees and owner support
Project manager (construction, equipment) for Eastern Canada
Coordinated franchise databases

05/2000 to 05/2004 **Subway** – Rio Rancho, NM Store Manager

Managed all aspects of several stores in the Albuquerque area
Provided and encouraged uncompromising customer service
Trained and led new employees to embrace effective teamwork

09/1999 to 04/2000 **Walmart** – Farmington, NM Sales Associate

Developed interpersonal skills with supervisors, co-workers and customers

Cared for customers, operated register, stocked and maintained sales area

Specialized in all procedures regarding the sale of firearms

**EDUCATION**

2016 to 2017 (anticipated) **University of Utah College of Health** – Salt Lake City, UT, USA

Acquiring credits toward a B.S. (Parks, Recreation & Tourism; Hospitality Management focus). Building on skills for a career in hospitality and tourism. Current GPA 4.0 with 22 credits

2014 to 2015 **Southern Connecticut State University** – New Haven, CT, USA

Acquired 29 credits toward a B.S. (Recreation & Leisure Studies). Completed courses for business, management and accounting. Transferred to the University of Utah because of my spouse’s job transfer. GPA 3.8

2002 to 2004 **Central New Mexico Community College** – Albuquerque, NM, USA

Graduated with honors with an Associate of Arts (Liberal Arts). GPA 3.8