

Bryan Hamilton

Customer Service Professional · Tech-Savvy Team Member

(201) 406-3595 · text preferred

bryan_hamilton@me.com

Rochelle Park, NJ

bryanhamilton.info

AVAILABILITY

- ✓ Days, evenings, weekends, holidays
- ✓ Full-time or part-time
- ✓ Text preferred, replies fast
- ✓ Local: Rochelle Park, NJ
- ✓ References on request



Open all seven days, mornings through evenings.
Not available overnight.

CUSTOMER SERVICE SKILLS

- POS systems & cash handling
- Order accuracy & speed
- Front & back of house
- Multi-tasking under pressure
- Team collaboration
- Cleaning & safety protocols
- Guest satisfaction
- Flexible scheduling
- FIFO stock rotation
- Food-safety procedures

TECH STRENGTHS

Learns new POS, kiosk and ordering systems fast; comfortable troubleshooting basic tech issues on the floor.

EDUCATION

Interactive Digital Design
Quinnipiac University
2001 – 2003 · Hamden, CT

CERTIFICATIONS

Interwoven TeamSite Certification
NY Daily News

PROFILE

Reliable, customer-focused team member with hands-on experience across multiple fast-paced food-service and retail brands. I bring a strong work ethic, a calm demeanor during rush periods, and a genuine commitment to keeping operations smooth and guests satisfied. Behind the register, I also carry 25+ years of technical experience, from enterprise web platforms to large-scale CMS systems, so I learn new POS and digital systems quickly, troubleshoot basic tech issues, and adapt fast to whatever tools the team uses.

EXPERIENCE

Team Member

Retail & food service

Shake Shack · Wawa · Chick-fil-A · Dunkin' · ShopRite (meat department)

New Jersey

- Built a strong foundation in fast-paced customer service and operations across multiple food-service brands.
- Took and prepared orders accurately and efficiently; delivered orders to guests with a welcoming, attentive presence.
- Handled cash and POS systems accurately; comfortable with digital ordering, kiosks and register workflows.
- Kept shelves and cases rotated first-in, first-out; took ownership of cleaning tasks to keep the space safe and inviting.
- Worked breakfast rushes, lunch floods and closing shifts: kept the line moving, the station clean and the team in sync.
- Brought a genuine smile and positive attitude to every shift, putting guest satisfaction and team support first.

Founder & Lead Developer

Apr 2015 – Present

The DJ Calendar, LLC, New Jersey

- Build and operate a live event-discovery platform: scheduling, uptime and customer communication are daily work.
- Deep experience with the digital tools retail teams rely on: POS integrations, online ordering and scheduling systems.

Teacher & Lead Moderator

Mar 2023 – Present

Facebook Groups, New Jersey

- Lead moderator and educator for a 214K+ member global community; promoted to lead within one week.
- De-escalate conflicts, keep the space welcoming and guide members day to day: people skills at scale.

Earlier Career

Web Engineering

- 2019 – 2022** **OUTFRONT Media**, Web Application Developer, NYC metro
- 2018 – 2019** **Cellebrite**, Front-End Developer, Parsippany NJ
- 2017 – 2018** **Jackson Hewitt**, Web Developer, Jersey City NJ
- 2004 – 2016** **NY Daily News**, Web Developer / CMS operations, NYC
- 1997 – 2004** **KPMG / BearingPoint**, Web & database support, Montvale NJ