

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Retail Cashier - Company / Location

January 2021 – Current

- Managed and operated the cash register and other retail equipment, such as barcode scanners and card readers.
- Handled clients' inquiries and questions to facilitate their checkout experience and promote on-register sales.
- Explained customer loyalty programs in addition to how to use coupons and gift cards, effectively increasing sales volume by up to 10%
- Issued receipts for purchases, processed refunds/exchanges for defective items, and resolved client complaints
- Accurately checked the cash register at the beginning and end of each shift to make sure that both sold items and funds are accounted for.

Customer Support Associate - Company / Location

August 2019 – December 2021

- Assisted clients with inquiries and questions through telephone, chat, and directly through the customer service office.
- Resolved customers' billing issues and offered basic assistance to customers having client account problems
- Collaborated with other customer service associates to ensure that other departments are abiding by company policies.
- Followed up with customers to check if their problems still persist and provide them with further help if they don't receive proper help.
- Learned new methods to communicate with clients and provide excellent customer service under the guidance of the customer service manager.

Project Experience

- Helped in creating a set of model responses optimized to help customer service associates handle a wide range of customers.
- Drafted a list of common client complaints by severity and optimized step-by-step guides to troubleshooting them to increase efficiency and client satisfaction.

Education

Bachelor in Business Administration - Upper Iowa University

2018

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Active Listening

- Familiar with cash processing tools
- Time Management
- Complaint Resolution
- Quick learner

Licenses & Accreditations

Licenses Licenses & Accreditations

- HubSpot Academy
- NRF Cashier Certification