

NAME

TITLE

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

Profile

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Experience

Retail Cashier - Company / Location

June 2018 – Current

- Handled clients during checkouts by answering all customer inquiries, providing recommendations, and helping them locate the items they were looking for.
- Operated the cash register, product scanners, bank card readers, and other tools and electronics needed to process client payments.
- Accepted payments and processed refunds from clients in various forms, including cash, mobile payments, bank card payments, etc.
- Ensured that all item prices and quantities are accurate to issue correct receipts to all customers.
- Followed and explained procedures regarding gift cards and coupons along with the purchase of regulated items like cigarettes and liquors.

Customer Service/Sales Associate - Company / Location

April 2014 – June 2018

- Assisted customers by answering questions, providing recommendations, and resolving client issues regarding products and payments.
- Handled the store's social media and directed the clients to the right departments to receive help
- Offered telephone assistance and confirmed client purchases by providing tips and product recommendations, increasing off-store sales by 5%
- Worked with store managers and other sales associates when clients are facing issues that needs immediate resolving
- Stayed familiar with the company's products and services to provide the customers with the maximum level of assistance.

Project Experience

- Collaborated with other customer service associates to create a more helpful approach to customer assistance through social media
- Assisted sales associates during high-pressure shifts to improve workflow and drive higher sales

Education

Completed Customer Service Program course - Hawkeye Community College
2013

High school diploma - Greenfield High School
2012

Skills

Expertise

- Communication
- Can empathize with clients
- Good at math
- Positive attitude
- Attention to details

**Licenses &
Accreditations**

Licenses Licenses & Accreditations

- Voted Employee of the Year (2021)