# **Cashier REsume (Combination)**

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### **Professional Profile**

* **Efficiency**: Managed to service hundreds of shoppers during busy shifts – pre-Thanksgiving Day record of 314 shoppers checked and bagged
* **Relevant job skills**: Capable of mental math and basic accounting, all in my head, able to count change without register / calculator
* **Communication**: Well-spoken and easy to talk to, often able to strike up conversation with customers and improve their shopping experience, native English skills and proficient spoken Spanish
* **Awards and recognition**: Won “Employee of the Month” on three separate occasions, and have been noted for my strong work ethic, efficiency, and friendliness.
* **Initiative**: Self-starting worker, with a tendency to see what needs to be done before being asked

### **Relevant Work Experience**

**Nordstrom’s**

Cashier and Sales Associate | Los Angeles, CA| Jan 2014 – Present

* Main point of contact for customers on sales floor
* Provided service to customers in 3 separate departments
* 99% accuracy and processing of customer purchases
* Fielded customer questions and feedback from dozens of shoppers daily
* Ranked among top 5 salespeople at our store

**Trader Joe’s**

cashier | Los Angeles, CA | Jan 2012 – Jan 2014

* Checked and communicated with 150+ customers daily on average with below average mistakes, spills, and 99% customer satisfaction
* Responsible for cash register and cash drawer, with minimal end-of-shift cash discrepancies
* Refunded returned items, both in cash and credit, and worked to ascertain why items were returned as well as how to provide customer with what they were looking for
* Highly proficient with bagging according to best practices, only 2 complaints over two years for smashed items
* Managed customer complaints and disputes calmly and professionally

**Ralph’s**

cashier | Los Angeles, CA | Aug 2010 – Dec 2011

* Employed deep knowledge of store goods to direct customers quickly and clearly to items they were seeking
* Convinced 30+ customers to sign up for Ralph’s rewards card
* Received zero complaints and served dozens of customers per shift
* Named “employee of the month” in Aug. 2011 for high customer praise

**Education**

**Santa Monica City College, Santa Monica, CA**

credit towards a ba in english, may 2015