

# Jessica Claire

100 Montgomery St. 10th Floor (555) 432-1000 resumesample@example.com

## SUMMARY

- Driven to successfully merchandize products and attract loyal customers through personalized service. Understands customer needs and customizes sales approaches. Friendly and upbeat individual familiar with customer service practices and sales principles.
- Service-oriented Cashier well-versed in processing cash, card and check payments without error. Offers security-minded approach with excellent customer service abilities. Flexible in scheduling and committed to punctual, reliable attendance.
- Results-oriented Cashier experienced in retail settings. Offers in-depth knowledge of POS system operations and return and exchange policies. Friendly and hardworking individual committed to helping store grow and bring in new customers.

## SKILLS

- Customer Service
- POS Systems
- Cash Handling
- Call Response and Transfer
- Cleaning and Sanitizing
- Problem Solving
- Cash Register Operations
- Gift Wrapping
- Honest and Dependable
- Sweeping and Mopping
- Detail-Oriented
- Product Location
- Customer Transactions
- Price Identification
- Reliable and Responsible
- Product Scanning
- Payment Processing
- Problem-Solving
- Credits and Refunds
- Customer Relations
- Honest and Ethical
- Cooperative Attitude
- ID Verification
- Product Recommendations
- Merchandise Restocking
- Cash Management
- Cash Register Operation
- Cash Drawer Balancing
- Loss Prevention
- Credit and Cash Transactions
- Customer Assistance
- Scanner Operations
- Attention to Detail
- Store Policies and Procedures
- Locating Merchandise
- Building Customer Relationships and Loyalty
- Ability to Lift 40 pounds
- Building Customer Loyalty
- Safety and Cleanliness Standards
- Returns and Exchanges
- Product Knowledge
- Sales and Promotions
- POS System Operation
- Money Transfer Systems

## EXPERIENCE

### DRIVE-UP & SALES FLOOR ADVOCATE

10/2021 to 07/2022

Office Depot | Burbank, CA

- Worked hard to learn required tasks quickly to maximize performance.
- Maintained excellent levels of workplace cleanliness around equipment to enhance safety and productivity.
- Assisted newly hired team members by explaining company procedures and safety requirements.
- Addressed customer needs, responding to specific requests.
- Developed positive customer relationships through friendly greeting and excellent service.
- Built customer loyalty and strength by finding solutions to customers needs.
- Monitored inquiries and complaints, delivering optimal levels of customer service.
- Prepared solutions to ensure customer retention.
- Collected payments and provided accurate change.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Helped customers find specific products, answered questions and offered product advice.
- Worked closely with front-end staff to assist customers.
- Processed sales transactions to prevent long customer wait times.
- Accepted cash and credit card payments, issued receipts and provided change.
- Helped with purchases and signed customers up for rewards program.
- Verified customer age requirement for alcohol or tobacco purchases.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Delivered high level of customer service to patrons using active listening and engagement skills.
- Scanned merchandise using point-of-sale system for accurate purchase totals.
- Used suggestive selling techniques to promote add-on sales.
- Discounted purchases by scanning and redeeming coupons.
- Preserved appearance of store by arranging and replenishing displays and merchandise racks.
- Answered customer questions and provided store information.
- Operated cash register or POS system to receive payment by cash, check and credit card.
- Processed refunds for worn, damaged and broken merchandise.
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Engaged customers in friendly, professional dialogue to determine needs.
- Answered incoming telephone calls to provide store, products and services information.
- Increased purchase amounts by cross-selling with similar products.
- Developed trusting relationships with customers by making personal connections.

### SALES FLOOR ASSOCIATE

03/2021 to 07/2021

Office Depot | Burleson, TX

- Built customer loyalty and strength by finding solutions to customers needs.
- Prepared solutions to ensure customer retention.
- Collected payments and provided accurate change.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Helped customers find specific products, answered questions and offered product advice.
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- Answered product questions with up-to-date knowledge of sales and store promotions.
- Used suggestive selling techniques to promote add-on sales.
- Operated cash register or POS system to receive payment by cash, check and credit card.
- Preserved appearance of store by arranging and replenishing displays and merchandise racks.
- Engaged positively with each customer, providing professional and polite support for sales and service needs.
- Counted cash, made change and stored coupons to keep organized and balanced cash register drawer.

### SALES FLOOR ASSOCIATE

06/2020 to 12/2020

Michaels Arts And Crafts | City, STATE

- Engaged positively with each customer, providing professional and polite support for sales and service needs.
- Welcomed customers, offered to help locate items and suggested merchandise without being intrusive or pushy.
- Kept calm and applied strong problem-solving and interpersonal skills to resolve conflicts.
- Counted cash, made change and stored coupons to keep organized and balanced cash register drawer.
- Calculated pricing, applied discounts and collected payments to process transactions.
- Processed merchandise returns and exchanges for customers to refund payments, trade items and offer store credit.
- Processed payments and maintained accurate drawers to meet financial targets.
- Collected payments and provided accurate change.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Helped customers find specific products, answered questions and offered product advice.
- Worked closely with front-end staff to assist customers.
- Processed sales transactions to prevent long customer wait times.
- Accepted cash and credit card payments, issued receipts and provided change.
- Helped with purchases and signed customers up for rewards program.
- Trained new team members in cash register operation, stock procedures and customer services.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Delivered high level of customer service to patrons using active listening and engagement skills.
- Scanned merchandise using point-of-sale system for accurate purchase totals.
- Discounted purchases by scanning and redeeming coupons.
- Used suggestive selling techniques to promote add-on sales.
- Preserved appearance of store by arranging and replenishing displays and merchandise racks.
- Answered customer questions and provided store information.
- Operated cash register or POS system to receive payment by cash, check and credit card.
- Processed refunds for worn, damaged and broken merchandise.

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## EDUCATION AND TRAINING

### High School Diploma

06/2022

Spring Lake Park Senior High School, Spring Lake Park, MN