

JESSICA CLAIRE

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

SUMMARY

Customer-focused Retail Sales Associate Cashier offering background in cashier, sales and merchandising responsibilities. Responds quickly to customer requests and concerns. Creates positive, inviting environment for customers.

SKILLS

- Dressing room inspection
- Inventory management
- POS operation
- Policy adherence
- Active listening
- Payment processing
- Customer service
- Exchanges and refunds
- Merchandise restocking

EXPERIENCE

08/2021 to Current **Cashier/Sales Associate**

7-Eleven, Inc. – Porter, TX

- Maintained sales floor by restocking shelves, updating pricing information and managing inventory.
- Explained return and exchange policy to enforce, and accepted merchandise for refunds or replacement with different items.
- Followed company safety regulations to maintain safe work environment.
- Monitored inventory stock levels for shopping bags and other supplies to prepare and maintain check-out area.
- Operated cash register by adhering to POS system processes and procedures when ringing sales and tendering correct change and receipts.
- Reported suspicious behavior, incidents and theft to support loss prevention.
- Escalated customers' complaints or inquiries to management for immediate investigation and resolution.
- Enforced dressing room rules to prevent vandalism and theft.
- Maintained clean, orderly and well-stocked register area.
- Engaged customers with friendly smile and knowledgeable support to promote sales and build loyalty.
- Kept store presentable with regular cleaning and organization.
- Processed customer purchases and returns via cash and credit card.
- Built relationships with repeat customers to encourage loyalty.
- Stocked merchandise and completed sales floor recovery tasks to maintain readiness for new customers.
- Worked closely with front-end staff to assist customers.
- Trained new team members in cash register operation, stock procedures and customer services.
- Handled merchandise returns and exchanges, verifying eligibility of items and customers by examining pieces and receipts.
- Met all physical requirements with regular standing, lifting and reaching to move heavy boxes and full merchandise racks.
- Helped with purchases, locating items and signing up for rewards programs.
- Delivered consistent and dedicated service through front-end customer engagement.
- Learned roles of other departments to provide coverage and keep store operational.
- Asked detailed questions to determine appropriate items to fill customer needs.
- Ordered new product to keep popular items well-stocked.
- Increased sales by suggesting specific complementary items to customers.
- Presented complementary merchandise to increase sales of promotional items.
- Recommended companion items to increase sales and revenue.
- Promoted specific item options to drive sales and achieve add-on purchases.
- Constructed promotional, seasonal and discounted item displays to draw customer attention.
- Reported product issues, including damaged items and incorrect pricing to Assistant/Store Manager.

07/2020 to 08/2021 **Head Cashier/Sales Associate**

Zumiez Company – City, STATE

- Processed payments and returned accurately receipts, cash, coin and cards to customers.
- Checked store shelves and restocked products from inventory in back room.
- Delivered quality customer service while cultivating client satisfaction and loyalty.
- Greeted patrons warmly at store entrance and offered assistance with finding needed items.
- Scanned and bagged items and operated cash register to check out store patrons.
- Created eye-catching merchandise displays to entice customers into store.
- Received shipments, signed off on packages and documented incoming items in computer system.
- Trained and developed new team members to improve product knowledge and selling abilities.
- Researched items at other locations to find products requested by shoppers.
- Cross-trained on different positions to best support team during peak periods.
- Achieved or surpassed company-defined sales quotas for multiple months.
- Assisted with training, development and mentoring of sales employees.
- Built and maintained new and established client relationships with exceptional communication, personalized interactions and friendly attentive service.
- Greeted customers, clarifying needs and identifying solutions to close sales.
- Kept customers engaged with positive, sales-minded attitude demonstrating pride in products.
- Coached other employees in customer service strategies and successful selling techniques.
- Achieved sales targets regularly to enable sustained growth.
- Delegated tasks to maintain efficient workflow.
- Managed cash register operations using POS system and processed sales and returns.
- Engaged shoppers, providing assistance and information on merchandise and product features.
- Established exemplary skills in verbal and written communication and active listening through working closely with customers and sales support staff.
- Operated point of sale equipment and returned cash, coin, payment cards and receipts to clients.
- Monitored sales floor to identify customers in need of assistance and merchandise in need of replenishment.
- Educated junior associates on sales plans, personal goals and incentives to motivate them.
- Asked open-ended questions to determine customer requirements and help identify correct products and services.
- Entered and updated customer information in system using customer relationship management tools to keep information current.
- Mentored new sales team members on company standards, customer service techniques and effective sales strategies.
- Trained 5 team members to carry out department tasks.

05/2018 to 07/2020 **Agricultural Field Worker**

Gregory Torres – City, STATE

- Cultivated and supported wide variety of fruit trees and vegetable plants by implementing irrigation systems.
- Communicated with management to promote efficiency in daily operations.
- Identified plants, pests and weeds to determine pesticide and fertilizer applications.
- Applied pesticides, herbicides and fertilizers to crops.
- Supported crew members in maintaining irrigation systems.

EDUCATION AND TRAINING

English Literature

Biola University - La Mirada, CA

English

University of Redlands - Redlands, CA

English

Mount San Jacinto College - San Jacinto, CA

LANGUAGES

Spanish:

Negotiated:

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