

Jessica Claire

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SUMMARY

Articulate Customer Service Cashier ready for a new position where first-rate customer service and cash management skills can be properly utilized. Dedicated to ensuring each customer has a positive and pleasant experience. Talented at keeping the store in order as well as providing customer satisfaction with any help they may need

SKILLS

- Personable
- Maintains cleanliness
- Good at multi-tasking
- Training and mentoring
- Merchandise restocking
- Credit and cash transactions
- Returns and exchanges
- Cash management
- Customer greeting
- Coin counting
- Customer service
- ID verification
- Customer assistance

EXPERIENCE

05/2017 to 12/2019 **Case Manager, Patient Advocate**

Zack Attacks Cancer – City, STATE

- Documented patient activities, problems with coverage and hospital actions.
- Worked with patients to appeal insurance decisions and coordinated with providers to resolve problems.
- Oversaw department patient cases.
- Gathered and analyzed patient information to determine special program eligibility.
- Helped patients understand care, coverage and payment responsibilities and rights.
- Provided knowledgeable and compassionate service in response to all types of patient questions and concerns.
- Coordinated between patients and healthcare professionals to meet patient needs.
- Educated patients and families on treatments, procedures, medications, continuing care and community resources.
- Utilized customer service skills and detailed system knowledge to support hospital and clinic operations.
- Checked daily doctor schedules and verified insurance.
- Met with patients and their families to discuss medical procedures, medications, treatments and continuing care plans.
- Worked as part of team to execute proper care of body mechanics and safety of patient.
- Ordered medicines daily to ensure compliance with demands and needs.

07/2016 to 05/2017 **Court Services Supervisor**

Launch Trampoline Park – City, STATE

- Established and enforced clear safety policies to protect workers from injury.
- Cleaning all trampoline equipment
- Assessing all equipment for damages, as well as fixing any problems with equipment (i.e. loose springs, tattered polypropylene, replacing any toys or merchandise)
- Supervising all customers on trampoline courts
- Handling the register
- Overseeing birthday parties
- Handling the food court
- Demonstrated full store expertise on merchandise locations, enabling optimum service to inquiring customers.

06/2013 to 04/2016 **Cashier, Supervisor, Customer Service**

Xpect Discounts – City, STATE

- Troubleshoot and resolved issues with cash registers, card scanners and printers.
- Trained new team members in cash register operation, stock procedures and customer service.
- Inspected items for damage and reported issues to supervisor to return unsalable merchandise and obtain replacements for customers.
- Helped customers find specific products, answering questions and offering advice.
- Properly verified customer identification for alcohol or tobacco purchases.
- Learned roles of other departments to provide coverage and keep store operational.
- Resolved issues regarding customer complaints.
- Observed company return policy when processing refunds, including inspecting merchandise for wear or damage.
- Worked closely with front-end staff to assist customers.
- Served needs of many patrons per shift, including collecting payments, tracking rewards and handling customer service issues.
- Wrapped items and bagged purchases properly to prevent merchandise breakage.
- Processed customer payments quickly and returned exact change and receipts.
- Organized and maintained both physical and digital payment documentation for accurate filing and compliant recordkeeping.
- Assisted managers, supervisors, and other employees with completing end-of-day counts and securing funds to prevent loss or theft.
- Welcomed customers, offering assistance to help find necessary store items.
- Wiped down counters and conveyor belt to remove debris and maintain cleanliness.
- Notified security of suspected theft, including descriptions of individuals and items stolen to help control store losses.
- Trained new employees in cashiering procedures, offering assistance in resolving issues.
- Processed returned items in accordance with store policy.
- Identified and corrected performance and personnel issues negatively impacting team and business operations.
- Monitored employee performance and safety, conducting retraining to correct problems and optimize productivity.
- Established solid working relationships with peers, supervisors and managers through effective communication and follow through
- Performed minor repair work on registers, shelving, and any equipment to keep jobs on task, notifying higher up's of major machinery failures.
- Coached and mentored new staff members by offering constructive feedback and asking about long-term career growth goals.
- Monitored equipment efficiency, checked materials supplies and coordinated manpower requirements to meet expected demand.
- Redeemed coupons and cross-sold products.
- Processed efficient and accurate cash, check, debit, and credit card payments using Point-of-Sale system.
- Answered phone calls to assist customers with questions and orders.
- Issued receipts, discussed return policies, and directed customers to pickup locations for larger merchandise.
- Unboxed new merchandise and added to shelves in accordance with stock rotation policies.
- Counted drawers at start and end of shifts to validate daily records and uphold accounting accuracy.
- Kept check-out areas clean, organized, and well-stocked to maintain attractive store.
- Being a cashier
- Running the front end, being a shift supervisor
- Running customer service, answering phones
- Handling lottery tickets, moneygrams, money orders, and tobacco sales
- Opening and closing the store
- Handling and checking produce for freshness
- Generally managing the store as a senior employee

EDUCATION AND TRAINING

Liberal Arts And Sciences

Gateway Community College - New Haven, CT

06/2015

High School Diploma

Joseph A. Foran High School - Milford, CT