

# Juliany Firmiano

Stanwood, WA 98292

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Authorized to work in the US for any employer

## Work Experience

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### **Merchandise Service Associate**

Lowes - Arlington, WA

July 2020 to Present

- Keep Lowe's stores prepped with the newest merchandise, helpful product displays, and the latest pricing and signage.
- Help customers find the right products consistently, quickly, and easily.
- Organize store merchandise with customer and business goals in mind.
- Collaborate with vendors and associates to support customer and store needs.

### **Courtesy Clerk/Customer Service**

Safeway - Bellingham, WA

March 2020 to Present

- offer customer service and assistance throughout the entire store
- In addition to bagging groceries/ performing any task involved with making sure the customer has an excellent shopping experience
- arrange and stock products
- maintain knowledge of current sales and promotions
- ensure shopping areas are clean and organized

### **Stocker/Cashier/Customer Service**

WinCo Foods - Bellingham, WA

November 2019 to March 2020

- Handle cash, credit or check transactions with customers
- Scan goods and collect payments
- Ensure pricing is correct
- Issue change, receipts, refunds, or tickets
- Redeem stamps and coupons
- Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change
- Make sales referrals, cross-sell products and introduce new ones
- Resolve customer complaints, guide them and provide relevant information

### **Picker/Packer/Shipper**

UCanTrade, Inc - Ferndale, WA

September 2019 to October 2019

- Pick/ Pack order

- Stock Inventory
- Labeling
- Shipping/ Receiving
- Data Entry to Computer
- Cleaning designated areas

### **Assembly Worker**

Randstad Zt System - Secaucus, NJ  
October 2018 to March 2019

- Troubleshoot commands such as: server networking and hardware
- Assemble software/hardware parts
- Input Data Entry: Microsoft Excel
- Inventory Count

### **Warehouse Worker**

ROBERT HALF TEAM - Clifton, NJ  
November 2016 to September 2018

Evaluated and reconfigured systems to support customer service and operational goals.  
Worked at a rapid pace to meet tight deadlines.  
Transported goods from racks, shelves and vehicles.  
Entered data into warehouse scanner to load and manipulate data and to produce reports.  
Maintained accurate stock records and schedules.

## Education

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### **High school diploma**

Technology High School - Newark, NJ  
September 2009 to June 2013

## Skills

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- Safety-oriented Exceptional problem solver Production scheduling Collaborative Results-oriented Adaptable Multi-tasker Determined Fluent in Portuguese and English
- Time Management