

ASHANTY LEMUS

PROFESSIONAL SUMMARY

Customer service professional with a strong foundation in retail operations and a focus on enhancing customer satisfaction through effective communication and teamwork. Demonstrates proficiency in managing transactions, inventory, and customer relations, leveraging attention to detail and problem-solving skills to streamline processes and improve service delivery. Committed to fostering a welcoming environment and pursuing continuous improvement in customer engagement.

EMPLOYMENT HISTORY

CASHIER <i>Ross</i>	Mar 2025 - Present <i>San Jose</i>
<ul style="list-style-type: none">◆ Processed customer transactions efficiently, contributing to a seamless checkout experience and enhancing overall client satisfaction.◆ Assisted customers with inquiries and product selections, fostering a welcoming environment and strengthening customer loyalty.◆ Worked closely with team members to implement promotional displays, increasing product visibility and driving noticeable sales growth.	
PHARMACY CUSTOMER SERVICE ASSOCIATE <i>Walgreens</i>	Oct 2024 - Mar 2025 <i>Santa Clara</i>
<ul style="list-style-type: none">◆ Assist customers with prescriptions, enhancing satisfaction through attentive service.◆ Process transactions efficiently, ensuring accurate billing and inventory management.◆ Collaborate with the pharmacy team to streamline operations, improving workflow.	
SEASONAL CASHIER <i>Khols</i>	Sep 2024 - Dec 2024 <i>San Jose</i>
<ul style="list-style-type: none">◆ Operated cash register and accurately processed payments, returns, and exchanges.◆ Maintained the cleanliness of the checkout area by cleaning counters and shelves.◆ Streamlined payment processes, enhancing customer satisfaction, and reducing transaction times for a smoother shopping experience.	
ONLINE PERSONAL SHOPPER <i>Walmart</i>	Nov 2023 - Aug 2024 <i>Visalia</i>
<ul style="list-style-type: none">◆ Maintained accurate records of orders, returns, exchanges, and payments.◆ Analyzed consumer feedback data to understand customer needs better.◆ Coordinated with vendors to ensure timely deliveries of products.	

EDUCATION

BACHELOR'S DEGREE IN DMA <i>San Jose State University</i>	Aug 2024 - Present <i>San Jose</i>
ASSOCIATE DEGREE OF STUDIO ARTS <i>College of the Sequoias</i>	Jun 2023 - Jun 2024 <i>Visalia</i>
HIGH SCHOOL DIPLOMA <i>James C. Enochs High School</i>	Aug 2018 - May 2022 <i>Modesto</i>

SKILLS

Customer service, Advertising, Customer Assistance, Data Analysis, Inventory Management, Conflict Resolution, Customer Retention, Sales Strategy.