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# JOSEPH ADAMO

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## PROFESSIONAL SUMMARY

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Hardworking and reliable retail and restaurant worker with strong background in operating cash registers, stocking merchandise and keeping areas clean and neat. Highly organized, proactive and punctual with team-oriented mentality.

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## SKILLS

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- Strong Verbal Communication
- Teamwork
- Extremely Organized
- Self-Motivated
- Strong Conflict Resolution
- Ability to Work Under Pressure
- Point of sale knowledge
- Staff training

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## WORK HISTORY

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**Cashier/FOH**, 08/2018 to 05/2019

**Torchy's Tacos** – Lakeway, TX

- Responsible for taking orders through person, online, over the phone, and through delivery services
- Helped customers find specific products, answering questions and offering advice
- Trained new team members in cash register operation, stock procedures and customer service
- Drove sales and add-on purchases by promoting specific item options to customers
- Troubleshoot and resolved issues with cash registers, card scanners and printers
- Worked closely with other front-end staff to assist customers
- Completed daily recovery tasks to keep areas clean and neat for maximum efficiency
- Learned roles of other departments to provide coverage and keep store operational

**Cashier/Customer Service Representative**, 08/2016 to 04/2017

**HEB**

- Provided fast and excellent service while engaging customers in conversation
- Operated cash register to process customer orders and maintained knowledge of produce codes to accurately input appropriate merchandise
- Helped customers complete purchases, including processing payments and bagging items
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction
- Monitored and prevented potential retail shrinkage
- Used time efficiently when not serving customers, including cleaning Point of Sale System &

surrounding work area and bagging for neighbors

- Assisted customers by carrying packages and bags and securing purchases in vehicles
- Retrieved carts from returns and the parking lot

**Office Assistant**, 09/2015 to 06/2016

**RCL PORTRAIT DESIGN** – Lakeway, TX

- Provided professional retouching on photos
- Printed, Cut, Framed, and then shipped these photos to the clients
- Was responsible for the cleanliness and organization of the office

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## EDUCATION

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**High School Diploma**: 2017

**Lake Travis High School** - Lakeway, TX