

Anthony Abaray

Summary

I am seeking a position within an organization where I can leverage my expertise in computer programming, database entry, and web hosting to contribute meaningfully to its success, while further advancing my knowledge and skills in information and cybersecurity technologies.

Expertise Areas

- Microsoft Office Suite
- Problem Solving
- Linux
- Web Development
- Time Management
- Leadership & Teamwork
- Communication
- Customer Service

EXPERIENCE

1/2023 – Current

Cash Office Associate, Weis Markets – Stafford, VA

- Consistently delivered exceptional customer service by efficiently resolving inquiries regarding returns and refunds, building rapport with regular customers, and proactively advocating for customer-centric solutions contributing to improved customer retention rates.
- Processed Western Union Transactions (Wire-Transfers & Money Orders) with a high-degree of accuracy and efficiency, adhering to strict compliance and procedures, including Anti-Money Laundering (AML) and Counter-Terrorism Financing (CTF) protocols, preventing illicit financial activity.
- Validated lottery tickets and accurately calculated and distributed payouts, ensuring compliance with state regulations and maintaining financial integrity.
- Performed end-of-shift reconciliation of both cash registers and safe contents ensuring accuracy and minimizing discrepancies while implementing any corrective actions as needed.
- Successfully led and supervised a team of 4-8 employees, providing training, mentorship, and performance feedback which ensured operational efficiency, while adhering to strict Standard Operating Procedures (SOPs) with regular auditing.

10/2021 – 08/2022

Customer Service Lead, Tops Friendly Markets – Hamburg, NY

- Resolved customer calls, returns and refunds ensuring efficient resolution of customer inquiries and prioritizing a positive shopping experience.
- Maintained accuracy in daily register reconciliation and change drawer management, ensuring financial integrity and minimizing discrepancies
- Successfully led and supervised a team of 8-10 customer service representatives, fostering a collaborative and professional work environment, with productivity at the forefront.

EDUCATION

- Frontier Central High School, Hamburg, NY – 06/2022
Regents High School Diploma
Member of the National Honor Society
 - Western Governors University – Salt Lake City, UT – Anticipated Graduation 12/2026
Bachelor of Science
Cybersecurity and Information Assurance
-

CERTIFICATIONS

- CompTIA A+ CE | Verification Code: 2HM5803RBJF1QX9P
Issued: 04/2024
Expires: 04/2027
-