

Anthony Abaray

SKILLS

- **Technical Proficiency:** Demonstrated ability to operate and troubleshoot computer systems and related technologies
- **Leadership & Teamwork:** Proven ability to lead and collaborate effectively within teams to achieve common goals
- **Communication:** Excellent verbal and written communication skills, with the ability to convey information clearly and concisely
- **Customer Service:** Exceptional customer service skills, with a proven ability to understand and address customer needs effectively
- **Problem Solving:** Adept at analyzing complex problems and developing effective solutions

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 returns and refunds inquiries, prioritizing a positive shopping experience and contributing to customer retention.
- Maintained accuracy in daily register reconciliation and change drawer management, ensuring financial integrity and minimizing discrepancies
- Managed and prioritized incoming customer service calls, ensuring a prompt and efficient resolution of customer inquiries
- 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 07/2026
Bachelor of Science
Cybersecurity and Information Assurance
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CERTIFICATIONS

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