

# Anthony Abaray

## Summary

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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

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

## EXPERIENCE

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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
- 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

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- 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
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## CERTIFICATIONS

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