

Katherine Giersch

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208-908-3558

Objective

Seeking a full-time customer service position in a retail, restaurant, or office environment.

Work History

Target Corporation, Beaverton, OR 2009 — Present

- **CASHIER:** Responsible for creating a positive guest experience in a fast, fun and friendly manner. Duties include accurate transitions, handling money, selling additional product, and enrolling customers for store credit cards.
- **FOOD SERVICE:** Responsible for multi-tasking cashier, food preparation, stocking supplies, and up-selling additional products.
- **FITTING ROOM:** Managing phone calls made to the store, helping customers out with questions and directing calls. Check in customers to fitting room, sorting unwanted items and getting them ready to be distributed back onto sales floor.
- **APPAREL:** Maintain a clean work area of the store, helping guests with questions and calls, returning merchandise back onto the sales floor. Worked adjacencies of racks making sure all merchandise was properly set up, product was full and back stock items were taken care of.

Teavana, Tigard, OR 12/2012 — 4/2013

- **SALES ASSOCIATE:** Educating and selling the benefits of tea varieties to customers. Trained to sell cast iron tea sets, pounds of tea, and other merchandise in positive, energetic, and helpful manner.

ShopKo, Boise, ID 2007 — 2009

- **APPAREL:** Managed clothing sections by creating and maintaining displays to market merchandise, assisting customers' in-person and on the phone, unloading freight and sorting merchandise.
- **CASHIER:** Handled money, sold service plans/warranties, closed-out register.
- **JEWELRY:** Assisted customers with jewelry selection and sizing.

Coldstone Creamery, Boise, ID 6/2007 — 11/2007

- **SHIFT LEADER:** Worked independently preparing ice cream creations, stocking, cleaning, closing/opening store, singing for tips and providing a positive customer experience.

Education

Portland Community College, Portland, OR 2009 — Present

- Working toward an Associate of Arts Degree. Completed classes in Psychology, Public Speaking, Philosophy, Writing and Dance.

Timberline High School, Boise, ID Graduated 2009

- Electives included Theatre Arts, AP Psychology, Photography, Drawing, and Sociology.

Volunteering

Portland Friends of Trees, Portland, OR 2010

Idaho Food Bank, Boise, ID 2008