

JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105

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SUMMARY

Extremely dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Personable and responsible Cashier with three years in retail and customer service. Solid team player with upbeat, positive attitude.

HIGHLIGHTS

- Strong organizational skills
- Active listening skills
- Seasoned in conflict resolution
- Sharp problem solver
- Energetic work attitude
- Store maintenance ability
- Telephone inquiries specialist
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- Customer service expert
- Fashion knowledge
- Opening/closing procedures

ACCOMPLISHMENTS

Customer Assistance

- Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

Customer Service

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.

Customer Interface

- Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions and orders.

WORK EXPERIENCE

02/2014 to Current **Apparel/ Cashier**

C-A-L Ranch "American Fork, UT,

Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges. Prevented store losses using awareness, attention to detail and integrity. Created new processes and systems for increasing customer service satisfaction. Computed accurate sales prices for purchase transactions. Worked as a team member performing cashier duties, product assistance and cleaning. Expressed appreciation and invited customers to return to the store. Interacted with customers and retail buyers to follow-up on shipping statuses and expedited orders. Successfully interacted with customers and retail buyers to expedite orders. Assisted customers with store and product complaints. Guaranteed positive customer experiences and resolved all customer complaints. Maintained adequate cash supply in cash drawers in multiple checkout stations. Responsible for ringing up customers in a timely manner and guaranteeing high level of customer service. Assisted customers in finding out-of-stock items. Recommended, selected and helped locate merchandise based on customer needs and desires. Stocked and rotated inventory regularly. Organized the store by returning all merchandise to its proper place.

10/2013 to 02/2014 **Cashier**

C-A-L Ranch "Casa Grande, AZ,

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Assist customers by providing information and resolving their complaints.
- Greet customers entering establishments.
- Sell tickets and other items to customers.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Process merchandise returns and exchanges.
- Stock shelves, and mark prices on shelves and items.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Calculate total payments received during a time period, and reconcile this with total

sales.

- Issue receipts, refunds, credits, or change due to customers.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Organized the store by returning all merchandise to its proper place.
- Processed merchandise returns and exchanges.

07/2013 to 10/2013 **Cashier**

Alixpartners – Chicago, IL,

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Assist customers by providing information and resolving their complaints.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Greet customers entering establishments.
- Answer customers' questions, and provide information on procedures or policies.
- Sell tickets and other items to customers.
- Process merchandise returns and exchanges.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Stock shelves, and mark prices on shelves and items.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Issue receipts, refunds, credits, or change due to customers.

01/2011 to 06/2013 **Receptionist**

Designing Women Hair Studio – City, STATE,

- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges. Computed accurate sales prices for purchase transactions. Worked as a team member performing cashier duties, product assistance and cleaning. Expressed appreciation and invited customers to return to the store. Managed quality communication, customer support and product representation for each client. Guaranteed positive customer experiences and resolved all customer complaints. Processed and issued money orders for customers. Maintained adequate cash supply in cash drawers in multiple checkout stations. Performed store opening duties, including counting cash drawers and checking all equipment for proper functioning.

EDUCATION

2013

High School Diploma:

East Ridge High School - Chattanooga, TN

GPA: East Ridge High Chattanooga TN Chattanooga College Chattanooga TN

Cosmetology Candidate, Jul 2015

East Ridge High Chattanooga TN

Chattanooga College Chattanooga TN

Cosmetology Candidate, Jul 2015

SKILLS

calculators, cash registers, credit, mark, money, policies, sales, scanners

Cash handling, Careful and active listener, Multi-tasking,