

# Selena Ramirez

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A Customer Service Associate with two years of experience specializing in cash handling, PCS systems, communication, and inventory management. Adept at providing quality service to a diverse range of customers and supporting daily store operations.

## Key Skills

- ◆ Customer Service
- ◆ Cash Handling
- ◆ Communication
- ◆ PCS System
- ◆ Inventory Management

## Professional Experience

### Gas Station Cashier

*Exxon Mobil, San Diego, CA | April 2021 - Present*

- ◆ Provide outstanding customer service to patrons for a high-volume gas station, identify opportunities to upsell car wash services and products, manage and balance cash register, and ensure compliance with opening and closing procedures
- Greeted and assisted gas station customers with sales transactions, ensured accurate cash handling and charges, and aided customers with disabilities in operating gas pumps
- Oversee daily stocking for store products, beverages, and food items and ensure adherence to safe storage and handling procedures

### Gas Station Cashier

*Shell, San Diego, CA | June 2020-April 2021*

- ◆ Assisted customers with operation of gas pumps, resolved issues with transactions, and alerted maintenance technicians to issues related to gas station pumps
- Coordinated with the store manager to open and close the gas station, which included receiving daily food and beverage product shipments and ensuring accurate counts

## Education

### High School Diploma

West View High, San Diego, CA September 2016 - June 2020