

Professional Experience

Lead Cashier

Sam's Warehouse, San Diego, CA | April 2018 - Present

- Responsible for leading a team of cashiers
- Serve as the point of contact for team questions and concerns
- Develop improved checkout processes
- Train new hires on sales process and software
- Manage checkout area during peak sales seasons

Cashier

Devonna's Clothing Boutique, San Diego, CA | March 2013 - April 2018

- Completed sales orders in-person and online, when needed
- Set up point-of-purchase displays
- Created a presentable and welcoming checkout area
- Processed returns and refunds
- De-escalated customer complaints and referred issue to management as required
- Increased sales by 11% through the creation of improved customer flow and display of POP items

Education

High School Diploma

San Diego **High** School San Diego, CA | June **2012** | **GPA 3.2**

Certifications & Training

- ♦ Retail Sales Conference. March 2017
- ♦ Safe Cash Handling Certification, June 2014

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More than seven years of experience as a dedicated customer service associate and cashier. Accurate, organized and personable with proven track record of improving checkout speed and increasing sales.

Key Skills

- De-escalation and conflict resolution techniques
- Knowledgeable of inventory processes
- Positive outlook and cheerful disposition
- Skilled sales booster
- Team-building
- Trained **in** multiple POS systems