

# Steven Hirschburger

987 Sixth Street,  
Jonesboro, AR 72405  
ahirschb@youremail.com  
(870) 123-4567

Efficient, hard-working grocery store cashier with over 12 years' experience creating smooth customer experiences, processing payments and mentoring co-workers. Flexible and motivated to take on increasing levels of responsibility with little or no supervision. Committed to building an upbeat, safe environment with every interaction.

## Key Skills

- ♦ Customer service
- ♦ Time management
- ♦ Multi-tasking
- ♦ Teamwork
- ♦ Accurate transaction handling

## Professional Experience

### Senior Grocery Clerk

*Harps Food Stores, Jonesboro, AR j July 2016 - Present*

- ♦ Greeting customers, executing transactions and fulfilling online and special-order requests
- ♦ Maintaining 100% accuracy in transactions
- ♦ Receiving 90% average customer satisfaction rating, 10% higher than store average
- ♦ Arranging and stocking department displays
- ♦ Training six entry-level grocery clerks
- ♦ Adept with cash register scanners and inventory software

### Grocery Cashier

*Kroger Stores, Memphis, TN / March 2012 - May 2016*

- ♦ Greeted customers and processed payment transactions
- ♦ Handled special requests and complaints at Customer Service desk in-person and by phone
- ♦ Increased store loyalty card registrations by 15%, surpassing the company average of 10%
- ♦ Awarded Employee of the Month 10 times; received no customer complaints

### Grocery Clerk

*Emilio's Grocery, Memphis, TN / July 2006 - February 2012*

- ♦ Greeted customers and processed payment transactions
- ♦ Bagged customers' groceries according to best practices to avoid damage
- ♦ Balanced average of \$1,000 cash drawer on each shift with no discrepancies
- ♦ Assisted with stocking shelves, setting up displays and cleaning floors

## Education

### High School Diploma

High School, West Memphis, AR, June 2008