

# Bert Smith

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Passionate recent business graduate with an associate degree in economics. Significant cash handling and customer service experience. Eager to work in a field in the financial industry that allows cash management and the ability to improve the lives of others.

## Education

### Associate of Applied Business

Cuyahoga Community College,  
Cleveland, OH  
September 2017 to December 2019

## Key Skills

- ♦ Attention to detail
- ♦ Customer service
- Cash management
- Microsoft Office

## Professional Experience

### Serf'er

Littleberg Restaurant, Cleveland, OH | January 2020 ■ Present

- Greet tables and provide an excellent customer service experience to all customers
- Take orders, both food and drink, and make recommendations regarding menu items to patrons
- Expedite orders in the kitchen to ensure prompt delivery to tables
- Attend to evolving needs, including placing orders for additional food and drinks
- Handle payment transactions, including both cash and credit card payments, and provide correct changes when appropriate

### Cashier

Foragers Grocery, Cleveland, OH | September 2017 - December 2019

- Assisted customers during the checkout process, including scanning items and bagging purchases
- Processed cash and credit card transactions, including providing exact change to shoppers
- Managed a cash drawer and ensured that all cash balances matched sales for the day
- Oversaw self-checkout, including assisting customers with scanning and checking IDs