

Nicholas Lukosevic

📍 Monroe, NJ

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About me

Customer-focused retail and foodservice worker with four and a half years of customer service experience. Skilled in inventory management, sales, multi-tasking, and cash handling. Looking to advance my career in a retail leadership position, utilize my training skills to help others, and grow with the company.

Work Experience

Footwear Sales | Academy Sports | 4 months | Texas

- Maintained, and organized, inventory to increase sales volume and customer satisfaction.
- Supported all other departments on busy days such as Apparel, Team sports, Hunting / Fishing, as well as Cashier.
- Assisted customers with footwear selection such as SKU and price lookups.
- Aided in training for newer employees

Five Guys | Manager | 4 years | New Jersey

Growth from cashier, to line worker, to Manager in 2 years

- Assisted in recruitment of new crew members and trained them
- Supervise shifts and employees ensuring the job gets done while satisfying customer needs
- Ensure customer satisfaction by promptly processing orders, and Addressing customer concerns and complaints
- Responsible for health and safety audits each quarter
- Maintained cash registers and drawer counts daily
- Trusted with inventory and organized orders
- Multitasked with processing guest orders, handling cash, cooking, and wrapping meals in an accurate and efficient manor
- Handled employee concerns ensuring every crew member was treated with respect

Certifications

Manager Certification - Recognized as a hardworking employee and upgraded to manager in 2020. Studied and passed the managerial test

ServSafe - Completed the standards for Food Protection Manager Certification Examination

Highlights

- Customer Service
- Communication
- Leader
- Trainer
- Team Player
- Multi-tasker
- Organized
- Trustworthy
- Cash Handling
- Reliable
- Driven
- Quick Learner
- Computer literate
- Problem Solver
- Energetic
- Friendly