

# Leonardo Rivera

Entry level Software engineer

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## EXPERIENCE

### **The Giant, West Grove — Checkout Coach**

jan2021 - PRESENT

- Was in charge of overseeing employee performance, resolving issues, and increasing efficiency in order to meet productivity goals.
- Inspired employees to succeed and identified areas for improvement.
- Returned change and currency and processed debit and credit card payments.
- Devised and optimized schedules in order to maintain coverage and service levels in line with anticipated demand.
- Assisted customers in locating and selecting merchandise in any store department.
- Kept a close eye on department employees and customers to assess theft risks and maintain loss prevention goals.
- Taught newly hired cashiers, service center associates, and other checkout coaches.
- Maintained focus during busy times and delegated tasks to employees to keep the business running smoothly.
- Submitted reports to senior management in order to assist them in making business decisions and planning.
- Taught my team members how to use effective strategies to meet operational and sales goals.
- Answered questions about store policies and concerns to support positive customer experiences.

### **Walmart supercenter, Oxford,pa —Online Grocery Associate**

July2020 - Jan 2021

- Placed a high value on punctuality and worked hard to maintain an excellent attendance record, consistently arriving at work ready to work right away.
- Developed team communications and information.
- Worked with supply vendors and distributors to buy supplies in bulk at a discounted rate.

## SKILLS

Customer Service

Cash Handling

POS Systems

Implementing Pricing Strategies

Computer Proficiency

Team Building and Motivation

Recruitment and Training

Customer Service Management

Decision Making

Staff Coaching and Training

Delegation and Supervision

Handling Complaints

Handling Complaints and  
Inquiries

Flexible Work Schedule

Cash Drawer Balancing

Staff Mentoring

- Resolved disagreements and negotiated mutually beneficial agreements between parties.

## EDUCATION

### HighSchool Diploma

Avon Grove High School | West Grove, Pa | May-2022