SHERILYN KERR

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**SUMMARY:**

To obtain a position that involves both individuality and team work. I am wanting to change from customer service and ultimately would love to work in horticulture/nursery/garden centre.

**SKILLS:**

* Work well as part of a team
* Competent under pressure
* Highly motivated and determined
* Well organised and presented
* Flexible and adaptable
* Reliable, honest, punctual and trustworthy
* Excellent communication skills

**EXPERIENCE:**

* 01/2014 TO CURRENT: CHECKOUT SUPERVISOR COUNTDOWN
* Issued receipts, discussed return policies with customers
* Answered phone calls to assist customers with questions/complaints
* Unboxed new merchandise and added to shelves in accordance with the planograms and stock rotation policies
* Learned roles of other departments to provide coverage
* Troubleshot and resolved issues with cash registers, scanners etc
* Trained new team members in cash register operation, stock procedures and customer service
* Rectified discrepancies between accounting records and cash drawer by researching daily transactions to pinpoint issues
* Counted drawers at start and end of shifts to validate daily records and uphold accounting accuracy
* 01/2012 to 01/2014: 2IC PRODUCE DEPT COUNTDOWN
* Ordered in stock, did gap scans and checked quantity of stock
* Printed and changed price tickets every Monday for the week
* Maintained quality of stock daily
* Unloaded and put stock on shelf
* Trained and supervised staff
* 02/2007 to 02/2011: POSTAL WORKER NZ POST
* Operated mail processing equipment and manually sorted mail
* Delivered mail to residents and business within assigned area
* Offered support and advice to newer personnel
* Delivered an execptional level of service to customers, listening to concerns and answering questions
* 06/2003 to 04/2006: CUSTOMER SERVICE CIVIC VIDEO
* Customer service, ordering of dvd's and food snacks
* Cashing up daily takings and banking all staff wages
* Organizing weekly rosters for staff
* 02/1996 to 07/1998: COMMERCIAL CLEANER, ULTRA CLEANERS
* Cleaning after hours of Kaiapoi Aquatic Centre and Rangiora Waimakariri District Council Offices and Library
* Made sure the entire complex was locked and alarmed at night
* 03/1990 to 07/1992: TYPIST , SOCIAL WELFARE
* Typing of legal documents, word processing, data entry and some telephonist work when required
* 11/1984 to 06/1985: TYPIST, NZ UNEMPLOYMENT
* Typing, filing, dictation and telephonist work

**EDUCATION AND TRAINING**

* High School Diploma: Completed and passed High School Certificate in 3 subjects: English, Mathematics and Shorthand/Typing at Sacred Heart Girls College
* Diploma in Secretarial and Business Studies at Christchurch Polytechnic

**HOBBIES**

* Gardening/design
* Tennis
* Nature walks
* Camping
* Travel
* Reading

**REFEREES**

* Jodie Baxter-Snow (Supervisor)

0223103556

* Catherine Walker

0272511714