

JOY PASTO

CUSTOMER SERVICE PROFESSIONAL

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PROFESSIONAL SUMMARY

Dependable and experienced Customer Service Professional with over 15 years of dedicated cashiering experience in high-volume retail environments. Proven track record of accuracy in cash handling, POS operation, and providing exceptional service to diverse customers. Seeking a permanent part-time opportunity **(Mid-Day Shifts)** where I can utilize my reliability and strong work ethic to support store operations.

CORE COMPETENCIES

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| ▪ Point of Sale (POS) Operations – scanning, bagging, and transaction processing | ▪ Reliability – excellent attendance and punctuality throughout career |
| ▪ Payment Processing – Cash, Credit/Debit, EBT, WIC, and Checks | ▪ Cash Drawer Balancing – accurate opening and closing reconciliation |
| ▪ Customer Service – greeting, assisting, and resolving customer inquiries | ▪ Adaptability – effective independently and as part of a team |

PROFESSIONAL EXPERIENCE

Cashier | *Big Lots – Broken Arrow, OK*

June 2008 – February 2025

- Served as a reliable front-end cashier for over 16 years, maintaining a high level of accuracy and customer satisfaction in a high-volume retail environment.
- Operated the register to itemize and total customer purchases, processing payments via cash, check, and credit card with consistent accuracy.
- Maintained a balanced cash drawer at the start and end of every shift, ensuring zero discrepancies across all transactions.
- Assisted with light organization of the front checkout area to ensure a clean and welcoming shopping environment.
- Demonstrated exceptional reliability and punctuality throughout 16+ years of continuous employment.

Reason for Leaving: Store Closure.

Cashier | *Dollar Tree – Broken Arrow, OK*

November 2017 – May 2018

- Provided efficient and accurate checkout services for customers in a fast-paced retail setting.
- Greeted customers upon entry and answered questions regarding merchandise location and store policies.
- Handled cash transactions and processed returns in compliance with store policy and procedures.

References Available Upon Request