

# CATHY CASHIER

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## | PROFESSIONAL SUMMARY

Friendly Head Cashier experienced in leading large teams with exceptional skill as trainer, team builder and project manager. Talented in accurately handling money, monitoring performance and resolving customer concerns in fast-paced environments. Boosted customer loyalty and enhanced sales by keeping cashiers efficient and focused on customer needs. Skilled in training staff and solving diverse problems by applying excellent critical thinking and conflict resolution abilities to address any need. Prepared to use knowledge and experience to take on all business requirements. Friendly Head Cashier dedicated to increasing team performance and improving customer satisfaction. Successful track record in challenging, dynamic environments. Gifted manager and leader with strong communication, interpersonal and planning abilities.

## | WORK HISTORY

### **New York At Its Best - Senior Cashier**

New York, US • 01/2020 - Current

- Performed store opening, closing and shift change actions, including completing accurate shift change logs, to keep operations efficient and current.
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Restocked, arranged and organized merchandise in front lanes to drive product sales.
- Monitored self-checkout systems and provided assistance or intervention where required.
- Mentored new team members on POS system operation, customer service strategies and sales

## | SKILLS

- Stocking and replenishing
- Store opening/closing procedures
- Point of sale knowledge
- Payment processing
- Opening and closing procedures
- Product and service sales

## | EDUCATION

### **Institute Of Cash**

New York • 02/2017

**Associate of Arts:** Business Administration

### **Oxford**

New York • 01/2013

**High School Diploma**

goals.

- Assisted customers by answering questions and fulfilling requests.

### **Blooms Hotel, Temple Bar - Cashier**

New York, US • 03/2018 - 12/2019

- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Restocked, arranged and organized merchandise in front lanes to drive product sales.
- Met and exceeded upsell goals by highlighting target merchandise with strategic promotional approaches.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Checked bills with counterfeit pens and examined coins to spot and refuse foreign currency.
- Arranged paper and electronic payment records to maintain well-organized fill systems and recordkeeping compliance.