

Olympia Serinofoto

Lead Cashier

Dedicated cashier with 11+ years of experience improving efficiency and customer experience, resulting in an employee of the year award in 2019. Seeking to continue growing my career in the customer service industry by moving into a Lead Cashier position at Kroger, where my 4 years of store experience will enable me to improve cashier collaboration and reduce customer checkout time.

WORK EXPERIENCE

Kroger Stores

Cashier

Decatur, AL | 2018 - current

- Assisted 54+ daily customers with checkout, answering questions
- Collaborated with 8 other cashiers, offering assistance to other teammates during peak hours
- Managed 26+ items in checkout line inventory
- **Recognized as an employee of the year in 2019** by greeting with a cheery and upbeat attitude

Piccadilly

Cashier/Customer Service

Mobile, AL | 2014 - 2018

- Handled cashier procedures, **ensuring 100% accuracy and 0 discrepancies between receipts and register totals**
- Conducted cash, debit, and credit card purchases from 155+ customers per shift
- Directed scheduling of 6 delivery drivers, ensuring 98% of orders were delivered on time
- Increased average customer order size by 32% by upselling and cross-selling side dishes and drinks

Chuck E Cheese

Cashier

Birmingham, AL | 2011 - 2013

- Promoted an upbeat and family-friendly attitude, receiving 100% positive feedback on surveys
- Handled prize disbursement, ensuring customer satisfaction and resolving 6+ customer disputes per shift
- Conducted cash and credit checkout procedures with 99.5% accuracy
- Greeted 210+ customers per shift, suggesting food and beverage services that **increased overall purchase prices by 27%**

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Decatur, AL

[Twitter](#)

SKILLS

- Upbeat, Friendly Customer Service
- Can-Do Attitude
- Basic Arithmetic
- Leadership & Collaboration
- Sales Techniques
- Attention to Detail
- Efficiency

EDUCATION

Associate of Arts

General Education

Jefferson Community College

2012 - 2014

Birmingham, AL

GPA: 3.8

Diploma

Oak Mountain High School

2008 - 2012

Birmingham, AL

Awards

- Punctuality Award

CERTIFICATIONS

- Professional Credit Associate (PCA)