

# Resume 550

---

## OBJECTIVE

To secure a position with your company using my skills, training, and experience in *Customer Service, Retail, Inventory Clerk, or other as applicable.*

## SUMMARY OF QUALIFICATIONS

- Over 8 years' experience in customer service and providing uncompromising highest standards of service in retail settings, assisting customers with their product and service requirements and selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Familiar with operating credit card readers, POS systems, and cash registers, cashing-out customers' purchases, returning exact change, and maintaining balanced drawers
- Establishes rapport quickly with a diverse customer population, developing strong, long-lasting business relationships fostering repeat business transactions
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Experienced training new personnel at the request of supervisors, delegating orders, monitoring all work activities for quality, expediency, and safety, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Multi-tasks effectively, learns new systems quickly, and completes all projects ahead of critical deadlines
- Strong communications, written and oral, analytical, and problem-solving skills
- Possesses knowledge of cleaning solutions and supplies and their safe application techniques
- Experienced with computers, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

## PROFESSIONAL EXPERIENCE

04/21 – 09/21 **Cashier / Inventory**

7-11, Niagara Falls, NY

- Greeted customers entering establishment.
- Maintained clean and orderly checkout areas, and completed other general cleaning duties, such as mopping floors and emptying trash cans.
- Established or identified prices of goods, and tabulate totals, using cash registers or optical price scanners.
- Counted money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Answered customers' questions, and provide information on procedures or policies.
- Stocked shelves, sort and reshelfed returned items, and mark prices on items and shelves.

10/18 – 05/19 **Team Member / Customer Service**

Dollar Tree, Ithaca, NY

- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Opened and closed cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- Answered questions regarding the store and its merchandise.
- Inventoried stock and requisitioned new stock.
- Compared disputed merchandise with original requisitions and information from invoices and prepare invoices for returned goods.

03/17 – 10/17 **Tire Repair / Technician**

Elite Used Tires, Daytona Beach, FL

- Sealed punctures in tires by inserting adhesive material and rubber plugs into punctures, using hand tools.
- Located punctures in tires by visual inspection or by immersing tires in water baths and observing air bubbles.
- Packed, sealed, labeled, or affixed postage to prepare tires for shipping, using hand and power tools.
- Contacted carrier representatives to make arrangements or to issue instructions for shipping and delivery of materials.
- Prepared rims and wheel drums for reassembly by scraping, grinding, or sandblasting.
- Replaced valve stems and remove puncturing objects.
- Prepared documents, such as work orders, bills of lading, or shipping orders, to route materials.

03/16 – 11/16 ***Plumber Apprentice***

Suaceman Plumbing, Orange City, FL

- Assembled pipe sections, tubing, or fittings, using couplings, clamps, screws, bolts, cement, plastic solvent, caulking, or soldering, brazing, or welding equipment.
- Maintained or repaired plumbing by replacing defective washers, replacing or mending broken pipes, or opening clogged drains.
- Cut openings in structures to accommodate pipes or pipe fittings, using hand or power tools.
- Installed pipe assemblies, fittings, valves, appliances such as dishwashers or water heaters, or fixtures such as sinks or toilets, using hand or power tools.

05/13 – 10/15 ***Team Leader***

Save-A-Lot, Port Orange, FL

- Provided customer service by greeting and assisting customers and responding to customer inquiries and complaints.
- Directed and supervised employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Examined merchandise to ensure that it is correctly priced and displayed and that it functions as advertised.
- Performed work activities of subordinates, such as cleaning and organizing shelves and displays and selling merchandise.
- Hired, trained, and evaluated personnel in sales or marketing establishments, promoting or firing workers when appropriate.
- Inventoried stock and reorder when inventory drops to a specified level.
- Listened to and resolved customer complaints regarding services, products, or personnel.

**EDUCATION and TRAINING**

***GED***

Daytona State, Daytona Beach, FL