

WILLIAM PEREZ

Cash Lead

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PROFESSIONAL SUMMARY

Results-driven Cash Lead with 7 years of experience in cash management and team leadership in retail environments. Proven ability to enhance operational efficiency, elevate customer satisfaction, and mentor staff to exceed performance goals. Eager to apply my expertise to foster a collaborative atmosphere that drives sales and enhances the customer experience.

WORK EXPERIENCE

Cash Lead

Blue Sky Innovations

📅 Apr / 2021-Ongoing

📍 Chicago, IL

1. Collaborated with management to foster a high-performance sales culture.
2. Expanded product knowledge to better assist customers and drive sales.
3. Engaged customers effectively to enhance their shopping experience.
4. Delivered exceptional customer service through friendly and professional interactions.
5. Supervised a team of 6-8 cashiers, ensuring efficient operations.
6. Managed cash transactions, returns, and exchanges with accuracy.
7. Opened and closed registers, maintaining accountability and security.

Cash Lead

Cactus Creek Solutions

📅 Apr / 2018-Apr / 2021

📍 Phoenix, AZ

1. Successfully opened and closed the store, ensuring all procedures were followed.
2. Assigned tasks to the team to optimize productivity during shifts.
3. Managed stock replenishment and organized the stockroom efficiently.
4. Executed cash transactions accurately, adhering to cash protection protocols.
5. Handled customer returns and exchanges effectively, maintaining satisfaction.
6. Oversaw the operation of POS systems with 4-8 sales assistants daily.

EDUCATION

Bachelor of Science in Business Administration

University of California

📅 Apr / 2015-Apr / 2018

📍 Phoenix, AZ

Focused on management and operational strategies relevant to retail environments.

SKILLS

Time Management

Staff Development

Problem Solving

Safety Procedures

ACHIEVEMENTS

- 🌟 Increased cash register accuracy by 15% through enhanced training and oversight.
- 🌟 Boosted customer satisfaction ratings by 20% by implementing a new service protocol.
- 🌟 Streamlined checkout processes, reducing average transaction time by 30%.