

ROBERT SMITH

Cash Wrap Lead

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SUMMARY

Responsible for Working floorset at odd hours, putting out new merchandise and telling the story the company wanted told, Working in top 200 performing store in company promoted from part time associate to part time cash wrap lead.<div>
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SKILLS

Customer Service, Administrative, Retail, Microsoft Office Suite, Type 35 Wpm, Data Entry.

WORK EXPERIENCE

Cash Wrap Lead

ABC Corporation - August 2010 – October 2012

- Served as the main liaison between customers, management and sales team.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Achieved high sales percentage with consultative, value-focused customer service approach.
- Cross-trained and provided back-up for other customer service representatives when needed.
- Bagged merchandise by following standard procedures.
- Worked with customer service to resolve issues.
- Accounted for all cashiers and their clean, neat tills at night.

Cash Wrap Lead

Delta Corporation - 2009 – 2010

- Sustaining Clean/Organized Work Area Ensuring Outstanding Customer Service Experience Development in Managerial Duties.
- Handled large amounts of cash Sales, customer service specialist Handles incoming calls and directs customer calls to appropriate department .
- Opened and closed til, kept clean work space, customer service and sales experience.
- Still present only for some seasonal or if they need current help.
- Open/close registers Manage register employees Work sales floor by assisting customers and upselling Exceed credit goals.
- Participate in cash register training of new associates, handle difficult transactions and customers.
- Assist customers with purchases, operate registers and credit card machines Assigns and organize daily breaks and lunches for cashier staff .

SCHOLASTICS

- GED