

ROBERT SMITH

Cash Wrap Lead

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Dependable Merchandise Flow Supervisor bringing management experience and a willingness to take on added responsibility to meet tight deadlines. Enthusiastic team player with a strong work ethic and advanced complex problem-solving skills.

SEPTEMBER 2015 - 2021

CASH WRAP LEAD - ABC CORPORATION

- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Described product to customers and accurately explained details and care of merchandise.
- Politely assisted customers in person and via telephone.
- Provided an elevated customer experience to generate a loyal clientele.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Bagged, boxed or gift-wrapped sold merchandise per customers request.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.

2010 - 2015

CASH WRAP LEAD - DELTA CORPORATION

- Performed cash sales and customer service, maintained and cleaned the store, cleanliness and organization, trained new employees and cash duties.
- Key holder Duties included training and supervising cashiers, handling customer service issues, implementing new policies and procedures and .
- Supported the store manager in increasing our month to month sales revenue and also Angel card sales.
- Built customer loyalty through exceptional customer service techniques.
- Receive payment for item being sold, greet guest with a smile, reassuring them that they have all they need, responding to customers concerns and .
- Certifications & office skills Microsoft Office Specialist (MOS) Social Media Skills Twitter, Facebook, Weebly Proficient with POS System, MS Word, .
- Delivered excellent customer service and resolved customer issues Supervised cashiers; trained new cashiers, wrote and delivered performance reviews .

EDUCATION

Associates In Business Administration

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SKILLS

MS Office, Leadership.