



BENJAMIN LEE

Clerk Checker

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PROFESSIONAL SUMMARY

Checker is responsible for all aspects of the customer service process. It includes handling all customer related inquiries, answering questions and complaints, and resolving issues.

WORK EXPERIENCE

Clerk Checker Jun / 2024-Ongoing
Quantum Solutions LLC Phoenix, AZ

- Greeted customers while entering and exiting the store.
- Received payment by cash, check credit cards, vouchers, or automatic debits.
- Issued receipts, refunds, credits, or changes due to customers.
- Established or identified prices of goods, services, or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Assisted customers by providing information and resolving their complaints.
- Answered customers' questions, and provide information on procedures or policies.
- Assisted with duties in other areas of the store, bagging and carrying out customers' items.

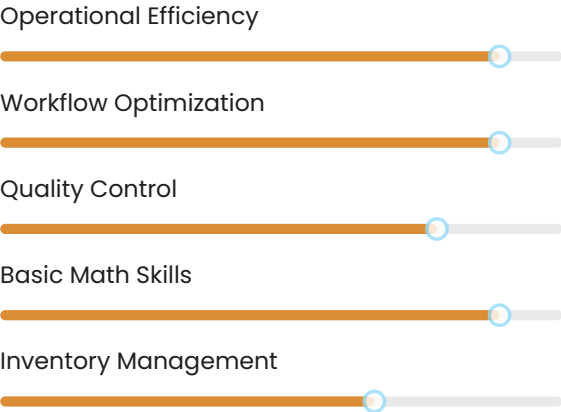
Checker Jun / 2023-Jun / 2024
Summit Peak Industries Denver, CO

- I would assist customers with products if not on stand.
- Bag products after checking out the customer.
- Cleaned restrooms and work area.
- Requested information or assistance using paging systems.
- Offered customers carry-out service at the completion of transactions.
- Processed over 500 transactions daily, maintaining a 98% efficiency rate in data entry tasks.
- Ensured 99% accuracy in inventory checks, reducing discrepancies by 30% over six months.
- Assisted in the development of training materials, improving onboarding efficiency for new clerks.
- Maintained detailed records of inventory levels, contributing to a 15% reduction in overstock situations.

EDUCATION

Associate of Arts in Business Jun / 2022-Jun / 2023
Springfield Community College Chicago, IL
Focused on business management and customer service principles.

SKILLS



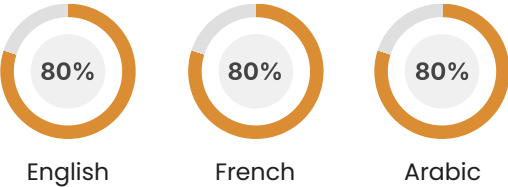
INTERESTS

- Podcasts Language Learning
Dancing Cycling

STRENGTHS

- Intuition Leadership
Listening Mentorship

LANGUAGES



ACHIEVEMENTS

- Increased customer satisfaction scores by 15% through effective problem resolution.
- Streamlined payment processing, reducing transaction time by 25%.
- Achieved a 98% accuracy rate in inventory checks.