

ROBERT SMITH

Checkout Operator

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Highly Experienced Customer Service professional with excellent listening skills. Excellent skills in sales/negotiating and problem-solving. Microsoft office software experience with Excel, Word, PowerPoint. Other programs include Wilkie Thorton, AWR, Custom View, Access, Ecometry, OCS, SIP, IMS, LMS, and Salesforce. Internet chat experience Supervisory and Program Trainer experience.

EXPERIENCE

Checkout Operator

ABC Corporation - MAY 1990 - MAY 1996

- Transferred to Automotive Bookkeeper doing a daily report.
- Tasks included breakdowns of service invoices on a daily, weekly, monthly cost to sell, increase, and decrease percentile basis.
- Transfer to camera and jewelry department when the automotive department went online.
- Customer assistance, sales, and satisfaction.
- On-site film development using a self-contained state-of-the-art computerized developing system.
- Packing and wrapping purchases.
- Assisting customers with product locations within the facility.

Checkout Operator

Delta Corporation - 1986 - 1990

- Ensuring excellent customer service was given at all times Scanning customers purchases through the till Assisting to pack customers purchases.
- Countdown Whangarei - Customer Service - Communication Skills - Time Management.
- Served customers on the checkout, perfume counter, Kiosk and promotion to customer service desk; enabled me to prove that I am a reliable, .
- Supported the marketing and promotion of conference facilities; sought and captured bookings for room and equipment hire, and worked with suppliers, .
- Organised a Table Top Sale for the local community, to help people with the credit crunch.
- Provided admin services for tenants, community members and conference facility users alike.
- Cash handling Customer service Store recovery Checkout operations.

EDUCATION

- Graduated in General - (Lower Merion High School - Ardmore, PA)

SKILLS

AWR, Custom View, Access, Ecometry, OCS, SIP, IMS, LMS, and SalesForce.