

Robert Smith

Checkout Service Associate

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SUMMARY

As a Checkout Service Associate, responsible for Providing excellent customer service through proactive response to customer concerns and complaints while maintaining a positive attitude in all interactions with customers, Ensuring that the checkouts are done correctly, on time and with minimal impact on the stores operations, Acting as an effective leader within the company by promoting a positive corporate culture through training, coaching and mentoring employees.

SKILLS

PowerPoint, Can do research using Internet Explorer and Chrome, High attention to detail, Good maths.

WORK EXPERIENCE

Checkout Service Associate

ABC Corporation - April 2013 - 2022

- Answered questions about product availability and price changes.
- Ensured that customers are not lost or queued up in a line when they enter the store.
- Built relationships with the customers through personal calls and emails.
- Assisted in improving sales by making arrangements for a variety of products to be sold online or at the store (e.g. gift cards).
- Helped create a positive customer experience by walking through a checkout process with customers, answering any questions they may have regarding products that they are interested in purchasing.
- Ensured that inventory levels are properly stocked before checkouts begin; also maintain an accurate inventory level as needed throughout.
- Performed all tasks listed above, as well as other tasks as assigned by management.

Checkout Service Associate

Delta Corporation - 2008 - 2013

- Greeting customers entering establishments Totaled prices on merchandise payment Assisted customers with selection items Handle cash, credit card .
- Providing quality customer service to all customers Maintaining an accurate register on a daily basics Process cash, credit, and all electronic .
- Assist in recovery of front end and sales floor.
- POS operation, greeting customers, opening reward cards, and attracting sales towards store credit card.
- Cash Register Operation Customer Service Desk.
- Responsible for cash and credit card/debit transactions and providing Customer satisfaction.
- Responsible in the placement of all cash in the safe at the end of the Shift.

EDUCATION

GED