

# ROBERT SMITH

## Counter Associate

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

As a Counter Associate over 2 years, experienced in making proper rapport with customers, merchandizing goods, identifying prices, and maintaining the floors neatly.

### CORE COMPETENCIES

Customer Orders, Inventory Control, Customer Service, Sales Counter.

### PROFESSIONAL EXPERIENCE

#### Counter Associate

**ABC Corporation - May 2013 – February 2014**

##### Key Deliverables:

- Greet customers entering the establishment.
- Applied store procedures to appraise customers DVDs and games, assign purchase value, and provide payment.
- Issued receipts, refunds, credits, or change due to customers.
- Assisted customers by providing information and resolving their complaints.
- Established or identified prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Answered customers questions, and provide information on procedures or policies.
- Sold tickets and other items to customers. Processed merchandise returns and exchanges.

#### Counter Associate

**Delta Corporation - 2010 – 2013**

##### Key Deliverables:

- Utilizes SAP system to receive and issue materials, equipment, and other items from the stock room Verify inventory by comparing them to physical.
- Worked on register with sales Restocked boxes and sale items Trained in building and packaging boxes Conducted drops Engaged in customer service.
- Operate register answer phones make invoices.
- Greet customers, provide excellent customer service, take orders, serve food, take cash and credit cards, balance register drawer, final close.
- Using my skills within the automotive industry to achieve a high level of customer service as well as help keep a cataloged inventory of all stocked.
- Provided excellent customer service and executed numerous deliveries on time and with precision.
- Handled high stress working days.

### EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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- Diploma in Hospitality- 1996(West High School - Davenport, IA)