

Robert Smith

Customer Service Cashier/Executive

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SUMMARY

Highly experienced Customer Service professional. Able to handle a fast pace in a high volume environment, with minimum supervision, while maintaining the emphasis of getting the job done. Excellent listening skills, oral and written communications. Comfortable in interacting with all levels of the organization and public. Excellent problem solving skills. Able to make decisions independently and quickly with minimal escalations.

SKILLS

Microsoft Office.

WORK EXPERIENCE

Customer Service Cashier/Executive

ABC Corporation - April 1996 - July 1998

- Provides customer engagement in positive and approachable manner.
- Assists in maintaining a clean, well-stocked store for customers during their shopping experience.
- Helps in the unloading of merchandise from delivery trucks, organizes merchandise, and transports merchandise from stockroom to sales floor.
- Independently stocks shelves and recovers merchandise in the store.
- Accurately handles customer funds and processes transactions using the POS system.
- Remains constantly aware of customer activity to ensure a safe and secure shopping environment.
- Performs all other duties as assigned in order to maintain an effective and profitable store operation.

Customer Service Cashier

ABC Corporation - 1994 - 1996

- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges.
- Trained 3 to 4 new employees quarterly.
- Worked as a team member performing cashier duties, product assistance and cleaning.
- Assisted customers with store and product complaints.
- Responsible for ringing up customers in a timely manner and guaranteeing high level of customer service.
- Performed store opening and closing duties, including counting cash drawers and checking all equipment.
- Managed all new hire orientations.

EDUCATION

n/A in Criminal justice - 2009(University of Phoenix-Online Campus - Shreveport, LA)