



MASON WILSON

Junior Mutuel Clerk

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PROFESSIONAL SUMMARY

Enthusiastic Junior Mutuel Clerk with 5 years of experience in managing race track wagers, ensuring compliance with gaming regulations, and delivering exceptional customer service. Adept at cash handling and enhancing guest experiences in high-pressure environments. Eager to contribute to operational success and uphold the integrity of wagering processes.

WORK EXPERIENCE

Junior Mutuel Clerk

Pineapple Enterprises

📅 Mar / 2022-Ongoing

📍 Santa Monica, CA

1. Delivered outstanding customer service, fostering a welcoming environment for all guests.
2. Maintained a positive and energetic demeanor, ensuring consistent guest satisfaction.
3. Utilized effective communication skills to address guest inquiries and resolve issues promptly.
4. Created a celebratory atmosphere for winners, enhancing the overall guest experience.
5. Anticipated guest needs, providing swift and accurate service during peak hours.
6. Executed service programs to prioritize high-quality service for top-tier guests.
7. Utilized service recovery techniques to address and resolve guest complaints efficiently.

Mutuel Clerk

Silver Lake Enterprises

📅 Mar / 2020-Mar / 2022

📍 Seattle, WA

1. Processed and exchanged bet tickets for cash, ensuring accuracy and compliance.
2. Issued winnings and managed cash disbursements efficiently.
3. Maintained accurate records of financial transactions and cash drawer balances.
4. Provided change for customers quickly and accurately to enhance service speed.

EDUCATION

Bachelor of Science in Accounting

University of Kentucky

📅 Mar / 2018-Mar / 2020

📍 Portland, OR

Focused on financial management and regulatory compliance.

SKILLS

Payment Processing



Cash Register Operation



Point Of Sale Systems



Inventory Management



Basic Accounting



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES



English



Swahili



Italian

ACHIEVEMENTS

★ Achieved a 98% accuracy rate in cash handling and ticket processing.

★ Implemented a service recovery process that improved customer satisfaction scores by 20%.