

RESUME ID #118

Objective:

Highly motivated, dedicated, and results-driven professional to secure a position with your company as a *Customer Service Representative, Sales Associate, Cashier, or other position as applicable*, utilizing my skills, training, and experience

Summary of Qualifications:

- Over 4 years' experience in sales and providing uncompromising highest standards of customer service in a variety of settings including retail, hospitality, and restaurant settings, assisting customers with their product/service requirements and selections, offering customers intelligent options and solutions customized to individual needs and resolving issues to their complete satisfaction
- Trains new personnel upon supervisor requests, delegating orders to gauge comprehension of job duties, monitoring work activities for quality, expediency, and proper customer interactions, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Experienced performing various janitorial duties as required, knowledgeable with various cleaning solutions, solvents, and their safe applications
- Operates credit card machines, POS systems, and cash registers, maintaining balanced drawers
- Strong communications, math, analytical, detail-oriented, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes all projects/assignments on time or ahead of schedule
- Familiar with using computers, Windows, Internet research, and email
- Works well independently or collaboratively in a team environment

Professional Experience:

04/16 - 03/17 *Store Associate / Cashier*

7-Eleven, Niagara Falls, NY

- Greeted customers and assisted them with their purchases of souvenirs and gift items, in the gift shop including tobacco products, clothing, accessories, and snacks
- Closed the gift shop as scheduled, operates cash registers and credit card readers, etc.
- Performed various duties to update the shops merchandise displays, updating pricing, rearranging items for optimal customer buying appeal, restocking merchandise as needed, and kept all sales floor areas neat, organized, and clean

11/15 - 10/16 *Sales Associate / Cashier*

WalMart, Niagara Falls, NY

- Greeted customers in a friendly, and courteous manner
- Provided sales and customer service throughout several departments in the store as scheduled or as needed
- Operated cash registers and credit card machines, cashing-out customers and their merchandise and returning change as needed
- Maintained balanced cash register drawers at all times
- Restocked merchandise onto shelves and racks, performing inventory control utilizing handheld barcode scanners, reporting surpluses and deficiencies to upper management, accordingly

05/15 - 11/15 ***Sales Associate / Cashier***

Dollar Tree, Niagara Falls, NY

- Greeted customers and assisted them with their product selections
- Cashed-out customers' orders using credit card readers and cash registers, maintaining balanced drawers
- Received shipments of new merchandise, stocking shelves as needed, and keeping the store clean and highly-presentable at all times
- Performed inventory management using handheld barcode scanners and making pricing updates

11/15 - 05/16 ***Environmental Services Attendant / Housekeeping***

Seneca Niagara Casino & Hotel, Niagara Falls, NY

- Greeted customers, and the dining areas and bathrooms clean
- received shipments of food and dry stock, restocking shelves and coolers with proper supplies
and food in coolers and freezers, rotating perishables by date and time stamps

Education, Training, and Achievements:

Diploma, 2008

Niagara Wheatfield Senior High School, Sanborn, NY