

CASHIER

Summary

3 years in fast-paced customer service and call center environments. Personable and professional under pressure. Motivated customer service specialist with over 3 years retail experience in a fast-paced, team-based environment. Excellent communicator with a demanding call center environment as a Customer Service Representative. Friendly Sales Associate adept at working in diverse retail and customer service environments. Hardworking with background in quickly taking orders, managing the drive-thru window and preparing food. POS systems knowledge. Fast food professional focused on greeting all customers in a friendly, welcoming manner. Seeking added responsibilities to help restaurant operations run smoothly. Food service worker with exceptional interpersonal skills. Reliable, punctual and works well under pressure. Crew Member offering a positive attitude and flexible schedule. Works well independently or with others as a team.

Highlights

- Excellent communication skills and rapid and precise customer service skills
- Self-motivated
- Quick learner
- Strong verbal communication
- Organized multi-tasker
- Team leadership
- Friendly and helpful
- Proficient in cash management.
- Valid OH driver's license
- Local/state health laws knowledge
- Late-night shift availability
- Credit card processing
- Carbonated beverage dispenser cleaning and Multi-line phone talent maintenance
- Healthy meal preparation
- Fast and efficient service worker
- Patient-focused care
- CPR certification.

Accomplishments

Employee of the Month at Taco Bell

Experience

Cashier Dec 2014 to Dec 2014

Company Name 1/4 City , State

- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges.
- Worked as a team member performing cashier duties, product assistance and cleaning.
- Expressed appreciation and invited customers to return to the store.
- Managed quality communication, customer support and product representation for each client.
- Assisted customers with store and product complaints.
- Guaranteed positive customer experiences and resolved all customer complaints.
- Processed and issued money orders for customers.
- Responsible for ringing up customers in a timely manner and guaranteeing high level of customer service.
- Organized the store by returning all merchandise to its proper place.

Certified Home Healthcare Aide Feb 2014 to Sep 2014

Company Name 1/4 City , State

- Provided patient education.
- Treated patients with strokes.
- Provided behavioral/emotional support and supervision for those with dementia and Alzheimer's.
- Assisted patients with daily functions.
- Delivered in-home care to disabled children and adults.
- Ensured safety and well-being of patients.
- Transported patients to and from different departments.
- Assisted patients with bathing, dressing, hygiene and grooming.
- Completed all daily living tasks to enhance the quality of life of elderly patients.
- Engaged patients with games, crafts, cooking, music, reading and other activities.

Deli/Bakery Clerk Mar 2013 to Jan 2014

Company Name 1/4 City , State

- Properly labeled and stored all raw food ingredients including produce, meat, fish, poultry, dairy and dry goods in the appropriate storage room, walk-in refrigerator, freezer or cooler.
- Changed and sanitized all cutting boards, benches and surfaces when beginning a new task to avoid cross-contamination.
- Positively engaged with customers, offering menu information, providing suggestions and showing genuine appreciation for their business.
- Decorated and merchandised quality bakery goods.
- Ordered and received bakery products and supplies.
- Properly wrapped, boxed, and weighed bakery department products.
- Practiced safe food handling procedures at all times.
- Assisted customers in placing special orders for large-scale events such as weddings and birthday parties.

- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Described product to customers and accurately explained details and care of merchandise.
- Politely assisted customers in person and via telephone.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Bagged, boxed or gift-wrapped sold merchandise per customer's request.
- Assisted customers with food selection, inquiries and order customization requests.

Crew Trainer Sep 2012 to Mar 2013

Company Name 1/4 City , State

- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Described product to customers and accurately explained details and care of merchandise.
- Earned management trust by serving as key holder, responsibly opening and closing store.
- Politely assisted customers in person and via telephone.
- Bagged, boxed or gift-wrapped sold merchandise per customer's request.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Maintained cleanliness and presentation of stock room and production floor.
- Consistently provided friendly guest service and heartfelt hospitality.
- Demonstrated integrity and honesty while interacting with guests, team members and managers.
- Operated the drive-through window and sales register quickly and efficiently.
- Greeted customers and provided excellent customer service.
- Pleasantly and courteously interacted with customers.
- Maintained high standards of customer service during high-volume, fast-paced operations.
- Prepared fountain drinks and ice cream items.
- Prepared all food orders within a 2-3 minute time frame.
- Assembled food orders while maintaining appropriate portion control.
- Verified that prepared food met all standards for quality and quantity.

Crew Member Mar 2012 to Aug 2012

Company Name 1/4 City , State

- Consistently provided friendly guest service and heartfelt hospitality.
- Promptly and empathetically handled guest concerns and complaints.
- Demonstrated integrity and honesty while interacting with guests, team members and managers.
- Operated the drive-through window and sales register quickly and efficiently.
- Greeted customers and provided excellent customer service.
- Pleasantly and courteously interacted with customers.
- Maintained high standards of customer service during high-volume, fast-paced operations.
- Prepared fountain drinks and ice cream items.
- Handled currency and credit transactions quickly and accurately.
- Followed food safety procedures according to company policies and health and sanitation regulations.
- Strictly followed all cash, security, inventory and labor policies and procedures.
- Maintained clean and safe environment, including in the kitchen, bathrooms, building exterior, parking lot, dumpster and sidewalk.
- Reported to all shifts wearing a neat, clean and unwrinkled uniform.
- Reported to each shift on time and ready to work.
- Performed all position responsibilities accurately and in a timely manner.

Education

High School Diploma 2012 Trimble High School 1/4 City , State , Athens

Associate of Science , Health and Wellness Washington State Community College 1/4 City , State , Washington

Skills

Excellent Customer Service.

Certified in CPR and First Aide.

Fast learning and working skills.