

Resume 968

OBJECTIVE:

Customer-focused professional with over 5 years of experience in cash handling, retail sales, and fast-food service. Seeking a position where my strong customer service skills, attention to detail, and ability to work efficiently in fast-paced environments can contribute to a positive customer experience and business success.

SUMMARY OF QUALIFICATIONS:

- 5+ years of experience in customer service, cash handling, and retail operations.
- Strong ability to process transactions accurately and efficiently while maintaining a high level of customer satisfaction.
- Proficient in operating POS systems, handling cash, and balancing registers.
- Skilled in upselling products, managing inventory, and maintaining a clean and organized workspace.
- Excellent communication and interpersonal skills, with the ability to resolve customer concerns professionally.
- Dependable team player with a strong work ethic and ability to follow instructions precisely.
- Provides uncompromising highest standards of customer service to both internal and external customers, assisting individuals with their product/service requirements, offering solutions customized to individual needs, and resolving issues to their complete satisfaction.

PROFESSIONAL EXPERIENCE:

2022 – Pres. **Cashier**

Joe's Quick Mart, Niagara Falls, NY

- Processed customer transactions accurately using a POS system, including cash, credit, and debit payments.
- Maintained a balanced cash drawer and prepared daily deposit reports.
- Assisted customers with purchases, answered questions about products, and provided excellent service.
- Monitored and restocked inventory, ensuring shelves were fully stocked and organized.
- Followed store policies and procedures, including age-restricted sales (tobacco, alcohol, lottery).
- Maintained a clean and safe work environment, including cleaning fuel pumps and store areas.

2019 – 2021 **Cashier**

Seneca One Stop, Niagara Falls, NY

- Handled cash, credit, and debit transactions while providing friendly and efficient service.
- Managed inventory, restocked shelves, and checked expiration dates on perishable items.
- Assisted in receiving and unpacking deliveries, ensuring accurate stock levels.
- Addressed customer inquiries and resolved complaints in a professional manner.
- Operated lottery and money order machines, ensuring compliance with company policies.

2017 – 2019 **Houseman**

Sheraton at the Falls, Niagara Falls, NY

- Assisted in maintaining cleanliness and organization in public areas, including lobbies, hallways, and event spaces.
- Set up and broke down meeting rooms, banquet halls, and conference spaces according to guest specifications.
- Delivered guest requests, including extra linens, amenities, and luggage assistance.
- Worked closely with housekeeping and maintenance teams to ensure a seamless guest experience.
- Operated cleaning equipment (vacuum, floor buffers) and restocked supplies as needed.

2016 – 2017 **Team Member**

Mighty Taco, Niagara Falls, NY

- Greeted customers, took orders, and prepared food items according to company standards.
- Operated the cash register, processed payments, and provided accurate change.
- Maintained cleanliness of the dining area, counters, and food preparation stations.
- Upsold menu items and promotions to increase sales and enhance customer satisfaction.
- Worked collaboratively with team members to ensure efficient service during peak hours.

EDUCATION / CERTIFICATIONS:

High School Diploma

Niagara Falls High School, Niagara Falls, NY