Joanie Jobseeker

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HEAD CASHIER

Skillful and customer service-oriented Cashier with proven capacities for checkout and return transactions, point of sale operations, and team organization and motivation.

*Key skills include:*

|  |  |
| --- | --- |
| * Cash Handling / Credit Transactions * Up-selling / Cross-selling Strategies * Product Knowledge Acquisition | * Team Supervision & Training * Customer Education * Issue Resolution |

PROFESSIONAL EXPERIENCE

HARDWARE SALES, *Milwaukee, Wisconsin*

**Head Cashier** (February 2017 – Present)

Performed all cash handling and credit transactions with 100% accuracy. Processed checkout and return transactions, provided solutions to customer queries and issues, and coached and trained new hires.

* Leveraged strong product knowledge to educate customers and maximize up-selling and cross-selling opportunities.
* Promoted to role as Head Cashier six months after initial hiring as Cashier.
* Earned 3 “Employee of the Quarter” awards.

ARNOLD’S DRIVE-IN, *Milwaukee, Wisconsin*

**Waitress** (November 2015 – January 2017)

Concurrent with education, provided attentive customer service to patrons of popular local restaurant. Greeted guests, provided menu recommendations, and took orders; helped to maintain dining room.

* Trained and mentored new wait staff in winning customer service techniques.
* Earned frequent commendations from restaurant guests for cheerfulness and creation of positive dining experiences.

EDUCATION & CREDENTIALS

**Associate’s Degree in Business Management,** 2017

Milwaukee Area Technical College, Milwaukee, Wisconsin

**Technical Proficiencies:** Microsoft Office Suite, QuickBooks, and POS systems