**Ellie Emtage**

555 555 5555  · example@example.com ∙ Smithfield, RI 02917

**Summary Statement**

Service-driven lead cashier with competency for selling, drive to exceed sales goals and build guest relationships. Knowledgeable in addressing guests concerns, and questions promptly and professionally. Proficient with POS system, Apple and Android devices.

| **Skills** | | * Opening and closing procedures * Staff mentoring * Sales goals * Cash register operation | * Product knowledge * Point of sale knowledge * Training and development * Customer complaint resolution | | --- | --- | |
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**Professional Skills**

**Money Handling**

* Scanned items, fetched locked items and courteously handled coupons, refunds and exchanges.
* Worked cash registers, collected money, checks and electronic payments, delivered correct change and secured cash drawer at all times.
* Assisted in the training of new cashiers, highlighting the importance of honesty and integrity to reduce the chances of theft and vandalism.

**Customer Service**

* Reviewed pending orders and specific customer requests improving customer service and experience by 52%.
* Provided troubleshooting assistance for customer orders and account statuses, solving 80% of problems.
* Assisted guests with locating products and answering questions and concerns.

**Store and Merchandise Management**

* Supervised display designs, stocking in all isles, backroom merchandise organization and seasonal decorations to create a pleasant shopping experience.
* Informed guests of current promotions, events and services within the store, booking appointments for events.
* Advocated all membership offered, their benefits, special deals, exclusive services and upgrades.

**Work History**

| May 2021 - Aug 2021  Smithfield, RI | **Cashier** / Ulta Beauty |
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| Dec 2020 - Jan 2021  Providence, RI | **Seasonal Merchandiser** / Coca-Cola Beverages Northeast |
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| May 2020 - Aug 2020  North Providence, RI | **Sales Associate** / Dollar General |
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**Education**

| 12/2019  Smithfield, RI | **High School Diploma in**  Smithfield High School |
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