

**Philip Murphy**  
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## Profile

Recent graduate of Boston Junior College. Excellent customer service skills, with ability to listen attentively and communicate persuasively. Experienced operating point-of-sale systems and retaining product knowledge.

## Key Skills

- Customer service skills
- Experience with upselling
- Inventory management and stock ordering
- Kept up to date with product knowledge to be able to inform customers of sales and specials
- Maintained a clean and tidy work environment
- Managing customer complaints
- Managing time during busy periods
- Proficient with point of sale systems
- Work in a team environment

## Education

**Associate of Applied Science, Sales Marketing & Management**  
*Boston Junior College, Boston, MA, September 2018-January 2020*

Courses Completed:

- Advanced Professional Sales
- Retailing Management
- Customer Relations Management
- Advertising and Promotion

## Professional Experience

**Cashier and Waiter, Betty's Shakes & Burgers, Boston, MA**  
*April 2016 – Present*

- Provide exemplary customer service by greeting customers, assisting them with food purchasing decisions, and delivering meals
- Work in a collaborative manner with the restaurant team to quickly and efficiently process orders