

**Donald Smith**  
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## Profile

Seasoned cashier and motivated customer success associate with 10+ years of experience seeking long-term opportunity with a growing or established business in the consumer goods industry. Outgoing, personable and detail-oriented brand representative who closes customer sales and excels in promoting rewards programs to earn repeat business.

## Professional Experience

### **Lead Cashier, Nike Outlets, Houston, TX**

*February 2015 – Present*

- Greet customers as they enter the store
- Complete sales, redeem coupons and advise customers of promotions
- Encourage customers to sign up for rewards programs and educate on the benefits
- Maintain a balanced register with 100% accuracy
- Participate in team-building activities and on-site events
- Contribute to 7% overall increase in repeat business

### **Cashier, Aeropostale, Dallas, TX**

*December 2009 – February 2015*

- Provided excellent customer service and guided the purchase process when needed
- Increased sales through cross-selling items and add-on purchases

## Education

### **Business Administration Associate's Degree**

*Houston State College Houston, TX, May 2017, GPA 3.14*

## Key Skills

- Customer-focused conflict resolution
- Digital and traditional marketing
- Organized
- Proactive in loss prevention practices
- Proficient in Square POS, ShopKeep and Shopify
- Punctual
- Strong attention to detail

## Training & Accolades

- Conflict Resolution Course, May 2017
- Interpersonal Communication Workshop, November 2018
- Outstanding Customer Service Award, October 2019