

**Roberta Sims**  
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## Profile

More than seven years of experience as a dedicated customer service associate and cashier. Accurate, organized and personable with proven track record of improving checkout speed and increasing sales.

## Professional Experience

### **Lead Cashier, Sam's Warehouse, San Diego, CA**

*April 2018 – Present*

- Responsible for leading a team of cashiers
- Serve as the point of contact for team questions and concerns
- Develop improved checkout processes
- Train new hires on sales process and software
- Manage checkout area during peak sales seasons

### **Cashier, Devonna's Clothing Boutique, San Diego, CA**

*March 2013 – April 2018*

- Completed sales orders in-person and online, when needed
- Set up point-of-purchase displays
- Created a presentable and welcoming checkout area
- Processed returns and refunds
- De-escalated customer complaints and referred issue to management as required
- Increased sales by 11% through the creation of improved customer flow and display of POP items

## Education

### **High School Diploma**

*San Diego High School San Diego, CA, June 2012, GPA 3.2*

## Key Skills

- De-escalation and conflict resolution techniques
- Knowledgeable of inventory processes
- Positive outlook and cheerful disposition
- Skilled sales booster
- Team-building
- Trained in multiple POS systems

## Certifications & Training

- Retail Sales Conference, March 2017

- Safe Cash Handling Certification, June 2014