

**Steven Hirschburger**  
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## Profile

Efficient, hard-working grocery store cashier with over 12 years' experience creating smooth customer experiences, processing payments and mentoring co-workers. Flexible and motivated to take on increasing levels of responsibility with little or no supervision. Committed to building an upbeat, safe environment with every interaction.

## Professional Experience

### **Senior Grocery Clerk, Harps Food Stores, Jonesboro, AR**

*July 2016 – Present*

- Greeting customers, executing transactions and fulfilling online and special-order requests
- Maintaining 100% accuracy in transactions
- Receiving 90% average customer satisfaction rating, 10% higher than store average
- Arranging and stocking department displays
- Training six entry-level grocery clerks
- Adept with cash register scanners and inventory software

### **Grocery Cashier, Kroger Stores, Memphis, TN**

*March 2012 – May 2016*

- Greeted customers and processed payment transactions
- Handled special requests and complaints at Customer Service desk in-person and by phone
- Increased store loyalty card registrations by 15%, surpassing the company average of 10%
- Awarded Employee of the Month 10 times; received no customer complaints

### **Grocery Clerk, Emilio's Grocery, Memphis, TN**

*July 2008 – February 2012*

- Greeted customers and processed payment transactions
- Bagged customers' groceries according to best practices to avoid damage
- Balanced average of \$1,000 cash drawer on each shift with no discrepancies
- Assisted with stocking shelves, setting up displays and cleaning floors

## Education

### **High School Diploma**

*HIGH SCHOOL West Memphis, AR, June 2008*

## Key Skills

- Customer service
- Time management
- Multi-tasking
- Teamwork
- Accurate transaction handling