

Professional Experience

Grocery Associate

Winn-Dixie, Miami, FL | February 2016 - Present

- Handle cash, credit card transactions and refunds using point-of-sale tills
- Respond to customer questions quickly and professionally and make purchasing suggestions when appropriate
- Mentor new staff members to ensure high standards of customer service and provide guidance on company procedures
- Rotate stock according to sell-by dates and keep accurate inventories

Cashier

Southeastern Grocers, Miami, FL | January 2013 - February 2016

- Maintained a detailed knowledge of available products and communicated information to customers
- Made customers aware of promotions and special offers that may interest them
- Kept a tidy and hygienic store environment and returned carts to the corral
- Handled deliveries and transferred products to the storeroom using safe lifting techniques

Education

High School Diploma

Miami Palmetto Senior High School, Miami, FL | June 2012

Certifications

- CPR/First Aid, American Red Cross, 2020

Alisha Douglas

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Experienced grocery store cashier with an eight-year outstanding track record for courteous and efficient customer care. Excellent knowledge of stock rotation protocols to maintain freshness. Able to create appealing displays to maximize sales. Proven expertise in managing point-of-sale transactions. Adept at resolving customer queries and disputes to secure repeat business. Able to provide sensitive and practical support to new staff members to familiarize them with role requirements.

Key Skills

- Friendly and professional demeanor
- Strong grasp of health and safety procedures
- Fluent in Spanish
- Team player
- Able to work with minimal direction
- Excellent organizational skills
- Dedicated work ethic