JESSIE SMITH

PERSONAL DETAILS

Name
Jessie Smith

Address
123 King Blv
Memphis, Tennessee, 38116

Phone number
(681) 204 7100

Email
example@cvmaker.com

SKILLS

- **Customer Satisfaction** ●●●●●
- **Conflict Resolution** ●●●●●
- **Cash Handling** ●●●●●
- **Multitasking** ●●●●●
- **Creative Problem Solving** ●●●●●
- **Organization** ●●●●●
- **Microsoft Office Suite** ●●●●○

REFERENCES

Lindsay Woods

On Request

H.E.B Grocery Company

Professor Jacob Jackson

On Request

University of Texas Dallas

Brett Jones

On Request

Hound Dog Child Academy

Customer-centric and engaging experienced cashier seeking to join the front end team at Costco Wholesale's newest location in Memphis. Five-years of experience operating multiple point of sale processing devices including IBM cash registers, POS credit and debit terminals, and inventory management software. A dedicated customer service superstar, who channels a strong work ethic, exceptional communication skills, infused with amazing cash handling skills to process orders quickly, exceed customer satisfaction, and engage with teammates.

WORK EXPERIENCE

Front End Supervisor Aug 2018

H.E.B. Grocery Company, Dallas, Texas

Currently serving as a front end cashier and grocery assistant supervisor for H.E.B Grocery Company in Dallas, Texas. Daily and weekly responsibilities include :

- Supervising up to 40 employees during a daily shift - including grocery cashiers, bagging assistants, cart collection crew, maintenance, and grocery stocking clerks.
- Reviewing cash management reports of each cashier, balancing cash deposits, and ensuring cash handling procedures are followed.
- Writing weekly work schedules for cashiers and bagging assistants.
- Communicating with department managers to provide oversight and corrective action for employees who violate company standards.
- Serving as a cashier as business dictates to exceed customer satisfaction standards.
- Communicate with customers on product information, receiving constructive criticism, and providing feedback as needed to peers and management.

Service Clerk Jun 2015 - Jul 2018

BUC-EE'S Convenience Store, Ft Worth, Texas

Served as a cashier and product stocking clerk for BUC-EE'S Convenience Store in Ft Worth, Texas. Daily responsibilities included:

- Maintaining a perfectly clean work area at all times.
- Stocking shelves to ensure customers have ample products to purchase.
- Helped the kitchen in preparing food items for customer purchases.
- Managed cash register, maintained a perfect cash handling balance for two-years.
- Greeted customers and handled customer complaints. Elevated customer concerns to management as needed.
- Exceeded attendance standards - only (1) sick day during my three years of employment.
- Operated gas pump management system, cash registers, POS credit card processing machines.

EDUCATION

B.A. in Communications Sep 2015 - Jun 2020

University of Texas Dallas, Dallas, Texas

High School Diploma Sep 2012 - Jun 2015

Louis B Armstrong High School, Memphis, Tennessee