

JESSIE SMITH

PERSONAL

Name

Jessie Smith

Address

123 King Blvd.
38116 Memphis, Tennessee

Phone number

555-123-4567

Email

example@cvmaker.com

SKILLS

Customer Satisfaction



Conflict Resolution



Cash Handling



Multitasking



Creative Problem Solving



Organization



Microsoft Office Suite



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 - Present

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.

Daycare Assistant

Sep 2014 - Jun 2015

Hound Dog Child Academy, Memphis, Tennessee

Was a member of child daycare center in Memphis, Tennessee during my Senior year of High School. Supervised children of many ages with daily duties including:

- Served breakfast, lunch, and snacks to children.
- Provided first aid to children as needed for minor incidents.
- Supervising and interacting with children.
- Communicated with parents and guardians daily.

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

REFERENCES

Lindsay Woods H.E.B Grocery
On Request Company

Professor Jacob Jackson University of Texas
On Request Dallas

Brett Jones Hound Dog Child
On Request Academy