

SUMMARY

Dedicated to providing memorable experiences to build loyal customer base. Good communicator and known for engaging people from diverse cultures and backgrounds. Enthusiastic demeanor coupled with enduring composure during busy peak periods.

Committed job seeker with a history of meeting company needs with consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

SKILLS

- Hospitality and Professionalism
- Communications Strategies
- Resolving Complaints
- Self Awareness
- Upselling strategies
- Strong Work Ethic
- Tactful and diplomatic

EXPERIENCE

Customer Service Associate Cashier / Lowes Home Improvement - Las Vegas, NV

09/2022 - 08/2023

- Operated cash register for cash, check and credit card transactions with excellent accuracy levels
- Helped customers complete purchases, locate items and join reward programs
- Restocked and organized merchandise in front lanes.
- Answered incoming calls from customers seeking assistance or requesting information about products and services.
- Maintained accurate records of transactions for inventory purposes.

Barista - Barista Trainer / Starbucks - Las Vegas, NV

09/2020 - 12/2022

- Customized training strategies based on individual barista knowledge, experience and strengths
- Handled cash and processed payments accurately to avoid errors
- Taught proper procedures and strategies for success to new employees
- Elevated customer loyalty by using strong communication abilities to resolve customer problems
- Controlled line and crowd with quick, efficient service
- Educated coworkers and customers about new products.
- Organized workstations efficiently so that tasks could be completed quickly during peak hours.

EDUCATION AND TRAINING

High School Diploma

Sierra Vista High School - Las Vegas, NV

05/2020