

MICHELLE LONDON

Grocery Cashier

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Date of birth 05/10/1973 Place of birth *New York, New York*
Nationality *USA* Driving license *Full*

PROFILE

Upbeat and driven Grocery Cashier with 5 years of professional experience. Passionate about building rapport with customers to drive repeat business.

EXPERIENCE

❖ **Grocery Cashier, Publix** Jan 2015 – Nov 2017
Orlando, FL

As a grocery cashier at Publix, a neighborhood grocery store, I work on a team of 4 other cashiers to ring up customers. My daily activities include:

- Greeting customers immediately when they walked into the store
- Working my assigned register, handling between 20-40 customers during a shift
- Counting my till before and after the shift to ensure accuracy
- Utilizing the scanner to ring items up and manually adding discounts or item numbers, when needed
- Processing cash, check, and credit card payments
- Identifying damaged goods and bringing them to the attention of a supervisor
- Building relationships with customers through friendly conversation
- Recommending Publix's recipes of the week

❖ **Grocery Cashier, Winn Dixie** Jan 2012 – Jan 2015
Orlando, FL

As a grocery cashier at Winn Dixie, a neighborhood grocery store, I worked on a team of 5 other cashiers. My daily responsibilities included:

- Working my assigned register, handling between 30-40 customers during a shift
- Ringing up items that the customers wanted to purchase
- Answering questions from customers regarding sales and deals
- Checking customer's IDs if they were purchasing alcohol or tobacco products
- Assisting the customer with bagging their groceries
- Handling exchanges and returns
- Building rapport with customers to ensure repeat business
- Helping customers walk out to their car, when needed

EDUCATION

❖ **Edgewater High School** Dec 2015
High School Diploma Orlando, FL

SKILLS

Customer Service Money Handling
Rapport Building Grocery Bagging
Identification Checks Exchanges & Returns

LANGUAGES

English *Native speaker*

Spanish *Very good command*