

# Michelle Lopez, Cashier

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Date of birth	05/10/1983	Nationality	USA
Place of birth	Flagstaff, AZ	Driving license	Full

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**PROFILE** Enthusiastic cashier with two years of experiences looking for the next challenging opportunity. With a solid track record of accuracy and high levels of customer service while providing a fast and effortless checkout process in busy environments. Quick learner and interested in new systems and technologies that help contain high levels of customer satisfaction. Proven flex ability, including night and weekend shifts.

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## EMPLOYMENT HISTORY

Jan 2017 — Nov 2019 **Cashier, Publix** 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

Jan 2013 — Jan 2017 **Cashier, Winn Dixie** Orlando, FL

As a cashier at Winn Dixie, a trendy clothing 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
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## EDUCATION

Dec 2018 **High School Diploma, Edgewater High School** Orlando, FL

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<b>SKILLS</b>	Customer Service	Grocery Bagging
	Money Handling	Identification Checks
	Rapport Building	Exchanges & Returns

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**HOBBIES** Running, Climbing, Baking

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<b>LANGUAGES</b>	English	Native speaker	Spanish	Native speaker
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