

Amal Ross

Cash Office Associate

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STRENGTHS

- 📊 **Cash accuracy**
Balanced tills and reviewed supporting records before closeout. A careful second look helped leaders address exceptions with confidence.
- 🔍 **Discrepancy review**
Traced register variances through transaction details and cash counts. Clear notes made follow up easier for store leadership.
- 🕒 **Opening readiness**
Prepared floats, cash packets, supplies, and stations for incoming shifts. Small details kept openings moving smoothly.
- 🗣️ **Team communication**
Listened when colleagues raised register concerns, then shared relevant details calmly. That approach protected service during busy periods.
- ❤️ **Customer care**
Handled purchases and returns with patience in fashion retail. Positive interactions helped customers feel supported at checkout.

SKILLS

Cash handling Till reconciliation
Petty cash Register preparation
Discrepancy documentation
Retail operations
Point of sale systems
Recordkeeping Customer service
Fashion retail Organization
Active listening
Team communication

SUMMARY

Cash office and **retail operations** professional with 2 years and 4 months of experience supporting **register reconciliation**, cash controls, petty **cash records**, opening preparation, and customer focused store operations. Careful transaction review pairs with organized documentation and a steady approach to resolving discrepancies in busy apparel and general merchandise settings. Experienced in balancing multiple tills, preparing register funds for upcoming trading periods, maintaining secure cash office routines, and communicating exceptions clearly with supervisors. Reliable attendance, positive teamwork, active listening, discretion with cash information, and **willingness to learn** updated procedures support consistent store operations. Interest in fashion retail adds energy to customer service and colleague support. Ready to contribute accurate reconciliation, dependable cash handling, and thoughtful communication within a busy retail team.

EXPERIENCE

Cash Office Associate

Lakeview Style House 📅 June 2025 - Present 📍 St. Paul, MN

Supports daily cash office operations for a multi department apparel store, handling reconciliation, petty cash documentation, opening preparation, discrepancy review, and colleague communication. Maintains organized records and dependable controls during peak traffic, helping store leaders address exceptions without disrupting customer service.

- Reconciled daily register activity against till totals, deposit records, and system entries before closeout.
- Investigated till variances through **transaction records** and **cash counts**, then documented findings for store leaders.
- Prepared **register floats** and **cash packets** for next day openings across multiple sales floor departments.
- Maintained **petty cash** logs, receipts, and supporting records within a controlled back office process.
- Resolved register questions with supervisors and sales associates through clear, calm communication during busy periods.
- Kept **cash office** workspaces organized during peak weekends, supporting consistent shift handoffs and record review.

Retail Cash Associate

Summit Lane Retail 📅 May 2024 - May 2025 📍 Roseville, MN

Handled customer transactions and register routines in a fashion focused retail setting, building practical experience with cash balancing, returns, point of sale workflows, checkout readiness, and **customer service**. Supported sales floor colleagues during high volume periods while learning updated procedures quickly and accurately.

- Processed purchases and returns while following cash, card, receipt, and register procedures.
- Counted assigned tills at opening and close under supervisor review, identifying possible discrepancies.
- Escalated transaction exceptions with complete receipt and register details for smoother reconciliation.
- Supported **fitting room** and **sales floor** teams during busy periods while maintaining courteous checkout service.
- Organized register supplies and prepared **checkout stations**, improving readiness for scheduled **store openings**.
- Applied updated point of sale workflows and **promotional procedures** accurately across routine customer transactions.

Register balancing

Store opening preparation

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Cash Office Associate at Lakeview Style House (1.2 Years)

● Retail Cash Associate at Summit Lane Retail (1 Years)

PROJECTS

Daily Register Reconciliation 📅 2026

Created a repeatable review routine for till totals, deposit documentation, system records, and exception notes, supporting accurate closeout decisions and organized cash office records.

Next Day Register Preparation 📅 2025

Structured opening preparation around register floats, cash packets, supplies, and workspace organization, helping scheduled departments begin trading periods smoothly.

LEADERSHIP & AWARDS

- Recognized by store leadership for dependable attendance, careful cash handling, and consistent support during peak retail periods.
- Received positive team recognition for clear discrepancy notes, courteous customer service, and willingness to learn updated register procedures.
- Trusted with sensitive cash records and organized back office routines during busy apparel store operations.

EDUCATION

High School Diploma

Central Senior High School 🎓 GPA: 3.5 📅 2024 📍 St. Paul, MN

Coursework: Retail operations, business mathematics, communication, consumer studies

CERTIFICATIONS

- Coursera Retail Customer Service Fundamentals 📅 2025
- Udemy Cash Handling and Retail Operations Certificate 📅 2026

TECHNICAL SKILLS

- **Cash Control:** Till balancing, cash counting, petty cash
- **Register Operations:** Register floats, cash packets, register closeout
- **Point of Sale:** Point of sale systems, transaction records, receipt processing
- **Reconciliation:** Register reconciliation, deposit documentation, variance review
- **Retail Records:** Cash logs, receipt records, exception notes
- **Customer Service:** Purchases, returns, checkout service
- **Store Operations:** Opening preparation, checkout stations, shift handoffs
- **Communication Tools:** Active listening, team communication, supervisor escalation
- **Fashion Retail:** Apparel retail, current styles, fitting room support
- **Cash Office Controls:** Controlled workspace, record traceability, secure cash routines

PROFESSIONAL AFFILIATIONS

- Retail operations team contributor supporting cash office accuracy, colleague communication, and customer focused store service.
- Fashion retail community participant with continuing interest in current styles, apparel presentation, and positive shopping experiences.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST