

# Stella Beck

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## SUMMARY

Dedicated customer service professional eager to join a dynamic team. Over two years spent in retail environments, focusing on outstanding service and operational excellence. Known for managing transactions efficiently while enhancing customer experiences through effective communication and problem-solving skills. Committed to maintaining a clean and welcoming environment, ensuring compliance with safety standards and policies. Excited to contribute positively to store operations and generate satisfaction among shoppers and staff alike.

## EXPERIENCE

### Customer Service Associate

March 2024 - Present

Sunny Day Market

*Elmhurst, IL*

As a Customer Service Associate, fostered relationships with customers to drive repeat business, effectively managed point-of-sale transactions, and ensured an organized shopping experience.

- Built rapport with patrons by providing genuine assistance and advice on products.
- Processed financial transactions successfully while following strict cash handling protocols.
- Kept sales floor orderly and accessible, contributing to an inviting atmosphere.
- Worked closely with colleagues during busy shifts to maintain high standards of service.

### Sales Associate

June 2023 - February 2024

Brightside Grocers

*Chicago, IL*

In the Sales Associate role, enhanced customer interactions through product knowledge and promotional strategies, while also managing inventory effectively.

- Guided customers in their product choices and promoted ongoing loyalty programs.
- Handled transaction procedures and contributed to minimizing cash discrepancies with accuracy.
- Managed stock levels making sure shelves were replenished neatly for optimal display.
- Collaborated across departments to develop appealing shopping promotions.

### Part-Time Cashier

January 2023 - May 2023

Johnson's Convenience Store

*Oak Park, IL*

Responsible for cashier duties including transaction processing and maintaining a friendly checkout experience, while adhering to applicable retail regulations.

- Operated register systems accurately to complete everyday purchases.
- Provided quick resolutions to any service-related issues or inquiries from customers.
- Monitored store environment to uphold cleanliness, particularly around checkout areas.
- Maintained knowledge about store promotions to effectively inform customers.

## LEADERSHIP & AWARDS

- Employee of the Month Award at Sunny Day Market for exceptional service.
- Top Sales Performer recognition at Brightside Grocers for exceeding monthly targets.

## EDUCATION

### High School Diploma

2022

Oak Park High School GPA: 3.5

*Oak Park, IL*

**Coursework:** General Studies, Mathematics, English, Business

## CERTIFICATIONS

- Food Safety Handling Certification 📅 2023
- Customer Service Fundamentals Training 📅 2023

## TECHNICAL SKILLS

- **Customer Service Software:** Clover, Square, Vend
- **Inventory Management Tools:** QuickBooks, Fishbowl, Cin7
- **Communication Platforms:** Slack, Zoom, Microsoft Teams

- **Point Of Sale Equipment:** VERIFONE, Ingenico, Shopify
- **Office Software:** Microsoft Office, Google Workspace, Trello
- **Cleaning Supplies:** Sanitizing Materials, Detergents, Lasting Solutions
- **Safety Guidelines:** OSHA Guidelines, Hazard Tracking, Emergency Procedures
- **Loyalty Program Systems:** Belly, FiveStars, Loyalzoo
- **Market Research Methods:** Surveys, Customer Feedback, Trend Analysis
- **Financial Procedures:** Daily Reconciliation, Reporting, Tax Handling

## SKILLS

- Customer Service Excellence
- Cash Handling
- POS Systems
- Inventory Management
- Team Collaboration
- Problem Solving
- Retail Strategy
- Product Knowledge
- Multitasking
- Time Management
- Cleanliness Standards
- Sales Promotions
- Training Support
- Conflict Resolution
- Regulatory Compliance
- Positive Attitude

## PROFESSIONAL AFFILIATIONS

- Member of Oak Park Community Service Association, involved in local events.
- Volunteer Coordinator for Food Drive programs across local neighborhoods.

## LANGUAGES

- English (Native)
- Spanish (Proficient)

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST