

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