



# Stella Beck

## Cashier / Customer Service Representative

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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

Sunny Day Market 📅 March 2024 - Present 📍 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

Brightside Grocers 📅 June 2023 - February 2024 📍 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

Johnson's Convenience Store 📅 January 2023 - May 2023 📍 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

Oak Park High School 🎓 GPA: 3.5 📅 2022 📍 Oak Park, IL

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

### CERTIFICATIONS

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

### STRENGTHS

#### ♥ Empathy

Actively listen to customers, offering reassurance that their needs matter. Regularly receive feedback that significantly boosts store perception.

#### ✂ Adaptability

Respond well under pressure, adjusting quickly to adjustments in store traffic and adjusting priorities as needed. Colleagues often seek input for resourceful solutions.

#### 👥 Collaboration

Worked closely with coworkers to coordinate sales events to coordinate sales events seamlessly, often sharing responsibilities during peak periods.

#### 👁 Attention to Detail

Frequently praised for awareness of surroundings, helping to promptly address spills or restocking needs to ensure safety and aesthetics.

#### 💬 Communication Skills

Effectively communicate product information and service offerings, routinely clarifying policies and promoting essentials like loyalty memberships.

### 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

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



● Customer Service Associate at Sunny Day Market (2.2 Years)

● Sales Associate at Brightside Grocers (8 Months)

● Part-Time Cashier at Johnson's Convenience Store (4 Months)

## 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

## PROFESSIONAL AFFILIATIONS

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

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST