Hannah Kowalski

CUSTOMER SERVICE CASHIER

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SUMMARY

Customer service cashier who has run the service desk at a busy supermarket for 18 months, after 10 months on a hardware store register. Handles returns, money orders, bill payments and lottery sales, covers phone customer support on the main line and owns complaint resolution at the desk, escalating only what store policy requires. Open to early and weekend shifts.

EXPERIENCE

Customer Service Cashier

04/2025 - Present

Lakefront Foods — Milwaukee, WI

Supermarket service desk serving about 3,000 shoppers a day.

- Run the desk register and POS system for returns, money orders, bill payments and lottery, averaging **140** transactions a shift.
- Resolve 25+ complaints a week about pricing, coupons and refunds, sending only out-of-policy cases to the manager.
- Handle 60+ calls a shift on the main store line, transferring to departments and taking special orders.
- Balance the desk till and money order stock at each shift change, with no unexplained shortages this year.

Cashier

06/2024 - 03/2025

Bay View Hardware — Milwaukee, WI

Family-owned hardware store with a busy contractor counter.

- Processed 120+ sales per shift, including key cutting, paint orders and contractor charge accounts.
- Issued receipts and refunds by store policy and handled 10+ exchanges a week for wrong-size plumbing and electrical parts.
- Guided customers to the right fastener or fitting by walking them to the aisle and checking stock.
- Restocked batteries, tape and other impulse items at the end of each shift and kept the checkout counter clean.

SKILLS

Customer Service | Cash Handling | POS Systems | Returns and Refunds | Money Orders and Bill Payments | Lottery Sales | Complaint Resolution | Phone Customer Support | Attention to Detail | Positive Attitude

EDUCATION

High School Diploma

05/2024

Bay View High School — Milwaukee, WI

CERTIFICATES

Money Services and Fraud Prevention Training

05/2025

Lakefront Foods