Luis Ferreira

LIBRARY CLERK

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SUMMARY

Library clerk with 18 months at a busy public library branch handling 300+ checkouts a day. Sets up patron accounts, collects fines and fees, and resolves account questions with attention to detail and good interpersonal skills. Gets patrons online with public computers, printing and internet access, and keeps the holds shelf accurate.

SKILLS

Circulation • Sierra • Patron Accounts • Cash Handling • Data Entry • Internet • Computer Troubleshooting • Microsoft Office • Attention to Detail • Interpersonal Skills

EXPERIENCE

Library Clerk 04/2025 - Present

Mission Trails Public Library San Antonio, TX

Circulation desk clerk at a branch serving about 900 visitors a day.

- Process 300+ checkouts, returns and renewals a day in Sierra, clearing the return bin before every shift change.
- Create 60 new patron accounts a month with careful data entry, verifying ID and address against branch policy.
- Collect fines and printing fees and balance the cash drawer each shift, with no shortages in **18** months.
- Resolve public computer, printer and internet sign-in problems for 40+ patrons a day at the service desk.

Cashier 06/2023 - 03/2025

Southtown Market San Antonio, TX

Neighborhood grocery store with 6 registers and a service desk.

- Handled **150+** customer transactions per shift with accurate cash handling and card payments.
- Resolved price and return questions at the service desk, keeping lines under 5 minutes.
- Trained 4 new cashiers on register procedures, ID checks and the store return policy.

EDUCATION

High School Diploma 05/2023

Thomas Jefferson High School San Antonio, TX

CERTIFICATES

Microsoft Office Specialist: Word Associate 02/2025

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