

Emily Chen

Retail Cashier Intern



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Summary

Highly motivated and detail-oriented Retail Cashier Intern with 2+ years of experience in providing exceptional customer service, handling cash and credit transactions, and maintaining a high level of accuracy and efficiency in a fast-paced retail environment. Proficient in operating point-of-sale systems, managing cash handling procedures, and contributing to the achievement of sales goals and customer satisfaction targets.

Experience

Retail Cashier Intern

Jun 2020 - Aug 2020

Walmart

New York, NY

Greeted customers, processed transactions, and handled customer inquiries in a professional and courteous manner. Operated a point-of-sale system, managed cash handling procedures, and maintained a high level of accuracy and efficiency.

- Processed an average of 500 transactions per day, with a 99% accuracy rate
- Provided exceptional customer service, resulting in a 25% increase in customer satisfaction ratings
- Collaborated with the sales team to achieve a 10% increase in sales revenue
- Assisted with visual merchandising, resulting in a 15% increase in sales of promoted products

Sales Associate

Sep 2019 - May 2020

Target

Los Angeles, CA

Assisted customers with purchases, processed transactions, and maintained a high level of product knowledge. Collaborated with the sales team to achieve sales goals and contribute to the overall success of the store.

- Achieved a 95% customer satisfaction rating, exceeding the company's target by 10%
- Increased sales revenue by 12% through effective upselling and cross-selling techniques
- Maintained a high level of product knowledge, resulting in a 20% increase in customer inquiries and sales
- Participated in visual merchandising and store displays, resulting in a 10% increase in sales of promoted products

Education

Bachelor's Degree

Sep 2018 - May 2022

University of California, Los Angeles

Los Angeles, CA

Business Administration

3.5/4.0

Certificates

Customer Service Certification

Jan 2020

National Retail Federation

Completed a comprehensive customer service training program, demonstrating expertise in providing exceptional customer experiences and resolving customer complaints.

Skills

Point-of-Sale Systems
Cash Handling Procedures
Customer Service
Sales and Marketing
Visual Merchandising
Time Management
Teamwork and Collaboration

Languages

English Native
Spanish Fluent

Awards

Customer Service Award

Aug 2020

Walmart

Received the Customer Service Award for providing exceptional customer service and demonstrating a high level of professionalism and courtesy.

References

John Doe, Store Manager

Supervisor john.doe@walmart.com

Jane Smith, Sales Team Lead

Colleague jane.smith@target.com

Hobbies

Reading
Hiking