



# Karen Wilson

## Supermarket Cashier

### Experienced Supermarket Cashier Skilled in High-Volume Checkout and EBT/SNAP Processing

Seasoned supermarket cashier with over five years of experience managing high-volume checkout lanes in busy Los Angeles grocery environments. Proficient in EBT, SNAP, and WIC transaction processing, PLU code lookup, and fresh produce weighing and pricing. Known for maintaining consistent 99% transaction accuracy, resolving price discrepancies professionally, and supporting a positive shopping experience for 150+ customers per shift.



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## KEY SKILLS

- High-volume supermarket checkout (150+/shift)
- EBT, SNAP, and WIC transaction processing
- Fresh produce weighing and PLU code lookup
- Cash handling and register reconciliation
- NCR Emerald and Retalix POS operation
- Loyalty and rewards card enrollment
- Inventory restocking and shelf maintenance

## CERTIFICATIONS

- USDA SNAP Transaction Compliance Training, California Department of Social Services, August 2020

## PROFESSIONAL EXPERIENCE

### CASHIER

FRESHGROCER SUPERMARKET, LOS ANGELES, CA | FEBRUARY 2020 – PRESENT

- Processed an average of 150 transactions per shift using NCR Emerald POS system, maintaining 99% accuracy across all payment types including EBT, SNAP, WIC, and contactless
- Handled fresh produce weighing and PLU code lookup for 40+ items per shift, achieving 100% pricing accuracy on audited transactions across 4 quarterly reviews
- Processed EBT and SNAP transactions in full compliance with USDA program guidelines, with zero compliance errors across 5 years and 3 annual audits
- Enrolled 10-15 shoppers per shift in the store loyalty program, contributing to a 12% growth in active loyalty memberships at this location over 18 months
- Resolved 15+ price discrepancies per week through accurate price verification and professional de-escalation, maintaining a calm checkout environment for other waiting customers

### SALES ASSOCIATE

NEIGHBORHOOD GROCERY, LOS ANGELES, CA | JUNE 2018 – JANUARY 2020

- Supported daily checkout operations processing 80+ transactions per shift, managing cash, card, and EBT payments with consistent accuracy
- Maintained produce department organization and freshness standards, reducing customer complaints about product quality by 25% over one year
- Assisted with weekly delivery check-in and shelf restocking across grocery and dairy departments, keeping stock levels within standard thresholds

## EDUCATION

### High School Diploma

Los Angeles High School, Los Angeles, CA | May 2018