

Quincy Lopez

Multi-Store Cashier Manager

Retail Operations Cashier with Process Improvement and Checkout Efficiency Expertise

Operations-minded retail cashier with over seven years of experience optimizing checkout processes and supporting store operations in high-volume San Francisco retail environments. Known for achieving a 99% transaction accuracy rate, reducing customer wait times by 15% through checkout redesign, and collaborating with management to streamline front-end procedures. Brings both technical cashier proficiency and process improvement initiative to every shift.

EDUCATION



Bachelor of Business Administration (BBA) , Retail Management

University of Texas at Dallas
Dallas, TX | May 2016

KEY SKILLS



- Multi-location cashier team oversight (5 stores)
- Cash flow management and discrepancy reduction
- Cross-location process standardization
- Staff training and certification programs
- Scheduling and labor budget management
- POS system administration and troubleshooting
- District-level performance reporting

PROFESSIONAL EXPERIENCE



Cashier Manager | Retail Chain X , Dallas, TX
January 2018 – Present

- Supervised cashier operations across 5 store locations with a combined team of 40+ cashiers, increasing overall front-end efficiency by 25% through standardized lane protocols and cross-location performance benchmarking
- Reduced cash discrepancies across all 5 locations by 90% by implementing a uniform end-of-shift reconciliation and dual-verification protocol rolled out over 3 months
- Developed a scalable cashier training program standardized across all locations, cutting new hire ramp-up time from 2 weeks to 6 days and reducing first-30-day error rates by 45%
- Managed weekly scheduling for 40+ cashiers across 5 stores, maintaining a 96% shift fill rate while adhering to district labor budget targets

Assistant Cashier Manager | Retail Chain Y, Dallas, TX
June 2015 – December 2017

- Assisted in managing cashier operations across 3 store locations, supporting daily oversight of 25+ cashiers and maintaining cash accuracy standards across all sites
- Coordinated inventory control and front-end operations during multi-location promotional events, ensuring consistent execution across all assigned stores
- Contributed to the development of a cross-location scheduling system that reduced coverage gaps by 30% during high-turnover periods

CERTIFICATIONS



- Certified Retail Operations Professional (CROP) , National Retail Federation, December 2018