



Olivia Green

Customer Service Cashier

Customer Service-Focused Cashier with Proven Complaint Resolution and Satisfaction Metrics

Customer-first retail cashier with over four years of experience combining accurate transaction processing with proactive complaint resolution in high-volume New York retail environments. Known for serving as the primary point of contact for customer escalations, maintaining an 85% satisfaction rate, and resolving 90% of disputes on first contact. Skilled at balancing checkout throughput with relationship-driven service in a fast-paced setting.



New York, NY 10001



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LinkedIn

KEY SKILLS

- Customer service and conflict de-escalation
- Complaint resolution and escalation handling
- Transaction processing (160+/shift)
- POS system operation (Shopify, NCR)
- Cash handling and shift reconciliation
- Returns, exchanges, and refund processing
- Loyalty program enrollment and management
- Customer satisfaction and NPS tracking

CERTIFICATIONS

- Customer Service Excellence Certification, American Management Association, December 2021

PROFESSIONAL EXPERIENCE

CASHIER | CUSTOMER FIRST RETAIL

NEW YORK, NY | FEBRUARY 2020 – PRESENT

- Processed an average of 160 transactions per shift using Shopify POS system, maintaining 98% transaction accuracy across cash, card, and contactless payment types
- Served as the designated first-contact resolution specialist for customer complaints, handling 20+ escalations per week with a 90% first-contact resolution rate
- Maintained an 85% customer satisfaction rate across 500+ post-transaction survey responses, ranking in the top 10% of cashiers store-wide for three consecutive years
- Enrolled 10-12 customers per shift in the store loyalty program, contributing to a 22% increase in active membership at this location over 24 months

SALES ASSOCIATE | RETAIL OUTLET

NEW YORK, NY | JUNE 2018 – JANUARY 2020

- Provided floor-level customer service for 100+ shoppers per shift across apparel and accessories departments in a fast-paced Manhattan retail environment
- Supported daily POS transaction processing and handled customer returns, maintaining accuracy across all register sessions during peak weekend hours
- Assisted with store opening and closing routines, including merchandise organization and register reconciliation within the assigned shift window

EDUCATION

- High School Diploma
Manhattan High School, New York, NY | May 2019