


Monica Taylor

Certified Cashier

Certified Retail Cashier with Formal Training in Cash Management and Transaction Accuracy

Precision-focused certified retail cashier with over four years of experience and formal credentials in retail operations and cash management. Holds a Certificate in Retail Operations and consistently maintains 99%+ transaction accuracy across all payment types. Recognized for audit-ready drawer reconciliation, proactive customer service, and serving as a go-to resource for new cashier training in a high-volume retail environment.

CONTACT INFORMATION

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 LinkedIn

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EDUCATION

- Certificate Retail Operations
May 2019
City Technical Institute, San Diego, CA

KEY SKILLS

- Certified retail operations and cash management
- POS system operation (NCR, Oracle Retail)
- Transaction accuracy and audit-ready reconciliation (99%+)
- Cash drawer balancing and shortage investigation
- Returns, exchanges, and refund processing
- Customer service and satisfaction recovery
- Loss prevention and cashier fraud detection
- New hire training and certification support

PROFESSIONAL EXPERIENCE

Cashier | July 2019 - Present
Retail Hub | San Jose, CA

- Maintained a 99% accuracy rate across all payment types including cash, credit, gift cards, and store credit for 4+ consecutive years
- Completed end-of-shift drawer reconciliation with an average discrepancy of less than \$0.25, qualifying for the store's Audit-Ready Cashier designation in 2021
- Processed 120+ transactions per shift with consistent throughput, achieving top-3 ranking in lane efficiency among a cashier team of 15
- Received an average customer service rating of 4.8/5.0 across 200+ post-transaction survey responses over a 3-year tracking period
- Served as lead trainer for 5 new cashier hires, developing a self-paced certification checklist that reduced manager-supervised training hours by 40%
- Identified and reported 3 instances of suspected cashier fraud by recognizing refund anomalies in daily transaction logs, resulting in loss prevention investigations

Sales Associate | June 2018 - June 2019
Urban Outfitters | San Jose, CA

- Processed 70+ transactions per shift during peak retail hours across apparel and accessories departments with consistent accuracy
- Assisted with visual merchandising updates and floor resets for seasonal collections, completing all assigned sections within the 2-hour shift window
- Supported inventory audits and cycle counts for 3 product categories per quarter, contributing accurate counts that aligned with system records within a 2% variance

CERTIFICATIONS

- Certified Retail Operations Professional (CROP), National Retail Federation, April 2020
- Cash Management Fundamentals Certification, American Management Association, December 2021