







Emily Roberts

Head Cashier

Head Cashier and Front-End Operations Leader with 8+ Years of Retail Experience

Experienced head cashier with over eight years of progressive retail experience, including five years in front-end supervisory roles. Proven track record of training and managing cashier teams of 12+, reducing cash discrepancies by 90%, and improving checkout efficiency by 30% through process redesign and staff development. Adept at scheduling, conflict resolution, and maintaining compliance with cash handling and loss prevention standards.

CONTACT INFORMATION

-  (123) 456-7890
-  emily.roberts@example.com
-  LinkedIn
-  Dallas, TX 75201

EDUCATION

Bachelor of Science, Business Administration
University of Texas at Dallas, Dallas, TX
May 2017

KEY SKILLS

- Front-end operations supervision (12+ cashier teams)
- Cash management and drawer reconciliation
- Staff training and performance coaching
- Scheduling and shift coordination
- POS system administration (NCR, Lightspeed)
- Loss prevention and shrink reduction
- Customer escalation and complaint resolution
- Checkout process optimization

PROFESSIONAL EXPERIENCE

Head Cashier | Super Retail, Dallas, TX
January 2018 - Present

- Supervised a team of 12 cashiers across front-end operations, improving overall checkout efficiency by 30% through lane restructuring and staffing reallocation during peak hours
- Reduced cash discrepancies by 90% within 6 months by implementing a double-verification drawer reconciliation protocol and mandatory end-of-shift checkout logs
- Developed and delivered a 3-day cashier onboarding training program adopted store-wide, reducing new hire ramp-up time from 2 weeks to 5 days
- Created weekly cashier schedules for a team of 12, balancing coverage requirements with labor budget targets and achieving 98% on-time shift fill rate
- Resolved 15-20 customer escalations per week involving pricing disputes, return denials, and payment issues, maintaining a 92% first-contact resolution rate

Senior Cashier | Super Retail, Dallas, TX
June 2015 - December 2017

- Managed high-volume checkout lane processing 250+ transactions per shift during weekend and holiday peaks with 99% accuracy
- Resolved customer payment disputes and return requests for 20+ cases weekly, applying store policy consistently and maintaining customer satisfaction
- Assisted head cashier with drawer audits, new hire shadowing, and coverage planning during manager absences

CERTIFICATIONS

- Certified Retail Operations Professional (CROP), National Retail Federation | May 2017
- Loss Prevention Fundamentals Certification, Wicklander-Zulawski | September 2020