



Nathan White

Retail Cashier Supervisor

CONTACT INFORMATION



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LinkedIn



Philadelphia, PA 19103

EDUCATION

Bachelor of Science, Business Administration

Temple University, Philadelphia, PA
May 2019

KEY SKILLS

- Front-end cashier team supervision (12+ staff)
- Cash management and discrepancy investigation
- Staff training and performance coaching
- Scheduling and labor cost management
- POS system administration (NCR, Lightspeed)
- Loss prevention and compliance oversight
- Customer escalation and complaint resolution
- Checkout process optimization

ABOUT ME

Retail Cashier Supervisor with Proven Team Management and Front-End Operations Leadership

Results-driven retail cashier supervisor with over six years of progressive experience in front-end team leadership, cash management, and performance development. Skilled in supervising teams of 12+ cashiers, reducing cash discrepancies by 90%, and developing training programs that cut new hire ramp-up time significantly. Committed to maintaining compliance, operational efficiency, and a productive front-end environment in high-volume retail settings.

PROFESSIONAL EXPERIENCE

Head Cashier | January 2020 - Present

Major Retailer, Philadelphia, PA

- Supervised a team of 12 cashiers across front-end operations, improving overall checkout efficiency by 30% through lane reallocation and targeted coaching on peak-hour protocols
- Reduced cash discrepancies by 90% within 8 months by implementing a mandatory dual-verification drawer reconciliation process and shift-end cash log reviews
- Developed a 4-day cashier training curriculum covering POS operation, cash handling, return processing, and customer de-escalation, reducing new hire error rates by 50%
- Managed weekly scheduling for a 12-person team, consistently achieving 97% shift coverage while maintaining labor costs within monthly budget targets

Senior Cashier | June 2017 - December 2019

Major Retailer, Philadelphia, PA

- Processed 220+ transactions per shift during weekend and holiday peak periods, maintaining 99% accuracy and zero cash drawer shortages across 2.5 years
- Mentored 5 new cashier hires in POS operation, drawer balancing, and return processing, reducing their supervised ramp-up period by 1 week each
- Assisted head cashier with register audits, lane assignments, and coverage planning during shift lead absences

CERTIFICATIONS

- Certified Retail Operations Professional (CROP), National Retail Federation | November 2021
- Loss Prevention Qualified (LPQ), Loss Prevention Foundation | December 2022