



Dylan Carter

Department Store Cashier

Department Store Cashier with Multi-Department Experience and Proven Transaction Accuracy

Results-driven department store cashier with over four years of experience in high-volume multi-department retail environments. Skilled in processing complex transactions including split payments, gift cards, and store credit, while supporting merchandising and promotional initiatives. Consistently maintains 99% transaction accuracy and contributes to customer satisfaction scores above store benchmarks during peak shopping seasons.

CONTACT INFORMATION

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EDUCATION

Bachelor of Arts Business
City University of Chicago, Chicago, IL
May 2020

KEY SKILLS

- Multi-department POS system operation (Oracle Retail)
- Split payment and gift card transaction processing
- Returns, exchanges, and store credit management
- Cash handling and shift reconciliation
- Promotional display setup and planogram compliance
- Inventory auditing and cycle counts
- Customer service and complaint resolution
- Loss prevention and shrink reduction

PROFESSIONAL EXPERIENCE

- Cashier, Mega Department Store, Chicago, IL**
August 2020 – Present
 - Processed transactions for 200+ customers per shift across home goods, apparel, and electronics departments using Oracle Retail POS system
 - Managed complex transactions including split payments, store gift cards, and exchange-for-credit, maintaining 99% accuracy across all transaction types
 - Processed 30+ returns and exchanges per shift in compliance with store policy, reducing disputed return escalations by 20% through thorough verification
 - Assisted in setting up 8+ seasonal and weekly promotional displays, ensuring correct pricing and shelf placement per corporate planograms
 - Enrolled 10-15 customers per shift in the store credit card and loyalty program, contributing to a 15% increase in department enrollment goals
 - Supported inventory cycle counts for 4 departments quarterly, reducing shrink by 8% through accurate count reporting and discrepancy flagging
 - Covered peak Black Friday and holiday shifts handling 300+ transactions daily with zero register shortages across 4 consecutive years
- Sales Associate, Urban Retail, Chicago, IL**
June 2018 – July 2020
 - Delivered customer service for 100+ shoppers per shift, assisting with product selection across multiple merchandise categories
 - Processed sales transactions and managed fitting room operations, maintaining organized merchandise recovery after peak weekend hours
 - Supported stock replenishment and display resets for seasonal floor changes, completing tasks within assigned shift windows