

Liam Carter

Assistant Manager

Dedicated financial retail assistant manager with 7+ years of experience in cash store operations, specializing in transaction accuracy, team training, and customer dispute resolution. Managed \$100,000+ in monthly cash flow with zero discrepancies, trained teams of 8 that improved transaction accuracy by 25%, and boosted customer satisfaction scores by 15% at CashSmart Financial Services. Expert in financial compliance, cash management protocols, and customer-focused service delivery.

EDUCATION



Bachelor of Business Administration

University of Texas | Austin, TX
May 2014

KEY SKILLS



- Cash handling and transaction accuracy
- Financial compliance and regulatory adherence
- Customer dispute resolution and de-escalation
- Team training and performance management
- Sales reporting and daily reconciliation
- Loss prevention and fraud detection
- Staff scheduling and shift supervision
- Loan and financial product customer service
- Audit preparation and compliance documentation

PROFESSIONAL EXPERIENCE



Assistant Manager | CashSmart Financial Services | Houston, TX,
April 2017 – Present

- Trained and supervised a team of 8 employees on transaction procedures and compliance requirements, resulting in a 25% improvement in transaction accuracy within 60 days of training
- Managed monthly cash flow exceeding \$100,000 across all transaction types with zero discrepancies over a 6-year tenure, adhering to all internal and regulatory cash-handling protocols
- Improved customer satisfaction scores by 15% by designing and implementing a structured dispute resolution process, reducing average resolution time from 48 hours to 12 hours
- Conducted monthly compliance audits of all transaction logs, identifying and correcting procedural gaps before external regulatory reviews in all audit cycles
- Managed a daily operations checklist covering opening, closing, and mid-day cash reconciliation for a 6-day-per-week operation, maintaining zero operational lapses over 3 years
- Recruited, onboarded, and developed 10+ new hires, creating a standardized 30-day training plan adopted company-wide across 3 additional branch locations

Customer Service Representative | QuickCash Loans | Dallas, TX,
June 2014 – March 2017

- Provided tailored financial solutions to 30+ clients daily, achieving a 20% increase in repeat customers through consultative service and personalized product matching
- Prepared detailed daily and weekly cash reports, maintaining full compliance with company financial documentation policies throughout a 3-year tenure
- Resolved customer disputes and loan-related inquiries, achieving a 90% first-contact resolution rate and consistently earning the store's highest customer feedback scores
- Assisted in training 4 new customer service representatives on product offerings, cash-handling procedures, and compliance documentation standards