



Steven Clark


Self-Service Checkout Assistant

ABOUT ME

Self-Service Checkout Assistant with Technical Troubleshooting and Kiosk Management Expertise

Technically proficient self-service checkout assistant with over four years of experience supporting customers through automated kiosk transactions and resolving POS and scale technical errors in real time. Known for reducing kiosk error rates by 20%, improving customer confidence with self-checkout technology, and maintaining high-throughput availability across all assigned kiosk stations. Combines technical problem-solving with strong interpersonal skills to deliver a seamless self-service experience.

CONTACT INFORMATION

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 LinkedIn

PROFESSIONAL EXPERIENCE

Self-Service Checkout Assistant | TechMart , Austin, TX May 2020 – Present

- Managed 8 self-service kiosk stations simultaneously, maintaining 95% uptime availability across all units during high-traffic periods
- Reduced customer-reported kiosk technical errors by 20% over 12 months through proactive monitoring and real-time troubleshooting of scale, barcode scanner, and payment reader issues
- Assisted 100+ customers per shift with self-checkout navigation, reducing wait time for kiosk assistance from 3 minutes to under 90 seconds through faster initial response
- Managed age-verification overrides for 30+ tobacco and alcohol transactions per shift, maintaining 100% compliance with state age-verification requirements
- Identified and reported 4 recurring kiosk hardware malfunctions to the facilities team, reducing repeat error incidents by 40% after targeted maintenance was completed
- Processed 50+ cash and contactless payment assist transactions per shift for customers who needed register-side support, resolving all payment issues within 2 minutes average
- Maintained a loss prevention monitoring posture across all 8 stations, flagging 6 suspected item-skipping incidents per month that were verified and reported to the LP team

Customer Service Associate | Local Electronics Store , Austin, TX June 2018 – April 2020

- Provided in-store technical support for 50+ customers per shift, resolving product-related questions and troubleshooting device issues across consumer electronics categories
- Processed 60+ sales transactions per shift with consistent accuracy, supporting upsell and accessory attachment during register-side customer interactions
- Assisted with product display setup and inventory organization for weekly merchandise rotations, completing all assigned sections within each shift window

CERTIFICATIONS

- NCR Self-Checkout System Operator Certification , NCR Corporation , October 2021

- ### EDUCATION
- High School Diploma
Austin High School
Austin, TX | May 2019

KEY SKILLS

- Self-service kiosk management and monitoring (NCR FastLane, Toshiba)
- Real-time POS and scale error troubleshooting
- Customer guidance for self-checkout technology
- Age-verification override and compliance management
- Cash and contactless payment assistance
- Kiosk availability tracking and uptime maintenance
- Loss prevention and item verification
- Customer service in tech-assisted environments