



DAPHNE KOWALSKI

Cashier

Front-end cashier and head cashier with 9 years across supermarket, warehouse club, and home improvement settings. Strong record on shrink reduction, age-restricted compliance, and training new hires; comfortable on NCR, Toshiba, and Square POS systems.

CONTACT INFORMATION

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EDUCATION

- High School Diploma, Lewis and Clark High School, Spokane, WA, 2014
- Retail Management Certificate, Spokane Community College, 2019
- WSLCB Mandatory Alcohol Server Training (MAST) Permit, current

KEY SKILLS

- NCR, Toshiba, and Square POS systems
- Cash handling and safe reconciliation
- Bank deposit prep and tender reporting
- EBT, WIC, and coupon processing
- Age-restricted sales compliance (alcohol and tobacco)
- Front end scheduling and lane coverage
- Cashier training and IPM coaching
- Returns, refunds, and exchange processing
- Loss prevention and shrink reporting
- Tax-exempt and contractor account transactions
- Customer escalation and de-escalation

PROFESSIONAL EXPERIENCE

- Head Cashier, Cascade Crest Supermarket, Spokane, WA**
2021 – Present
 - Oversee a front end of 12-15 cashiers across two shifts, handling lane assignments, breaks, and escalations.
 - Balanced the office safe and prepared bank deposits averaging \$18,400 per day with zero reportable shortages in 2023.
 - Rolled out new coupon and EBT prompts at the registers, cutting voided transactions on Tuesdays by about a third.
 - Coached cashiers flagged for slow IPM (items per minute) and helped four hit the store standard within 30 days.
 - Sit on the loss prevention review team and partner with LP on weekly variance reports.
- Front End Cashier, Riverbend Warehouse Club, Spokane Valley, WA**
2018 – 2021
 - Rang up high-volume member orders averaging 30+ items per basket, keeping scan rate above club benchmark.
 - Verified memberships and processed business member tax-exempt purchases without errors during audits.
 - Trained 11 seasonal cashiers across two holiday seasons on POS, returns, and bagger coordination.
 - Stepped in at the membership desk to renew, refund, and resolve complaints when volume spiked.
- Cashier / Returns Associate, Hollowbrook Home & Hardware, Coeur d'Alene, ID**
2016 – 2018
 - Handled register, pro-desk pickup, and returns for purchases ranging from a \$2 bolt to \$4,300 appliance orders.
 - Processed contractor charge accounts and tax-exempt paperwork following store and state requirements.
 - Recovered roughly 15 misrings per week by catching size, SKU, and quantity mistakes before customers left.
 - Earned employee of the month twice for customer feedback scores on the post-purchase survey.

- Membership desk and renewal handling