




MICHAEL SEBASTIAN

CASHIER CUSTOMER SERVICE

CONTACT

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New York, NY 

EDUCATION

Diploma
Kennedy High School
2013 - 2017
New York, NY

SKILLS

Adaptable
Detail-oriented
Problem-solving
Empathetic
Interpersonal Skills
Customer Service
Critical Thinking

CAREER OBJECTIVE

Throughout my career, no matter the industry, I've focused on helping customers achieve their goals. Looking for an opportunity to continue this goal as a cashier and customer service professional at Nordstrom Rack.

WORK EXPERIENCE

Cashier Customer Service

Macy's

2019 - current / New York, NY

- **Doubled customer purchase rate targets by 17%** and average order size targets by 6%
- Achieved a 2% return rate, 42% below target estimates, by learning product inventory and customer needs
- Awarded employee of the month in August 2019 for exceptional sales performance
- Sold 600+ customers the Macy's credit card and loyalty program
- Exceeded the mailing program sign-up rates by 13% in 2019

Customer Service Rep

Geico

2018 - 2019 / Washington, DC

- Directed 40+ daily customers to the proper department based on insurance claims or new policy questions
- **Exceeded targeted call volume goals by 17% by building relationships with customers** and guiding them to solutions
- Maintained a positive, can-do attitude with customers to help guide them through a stressful period in their lives
- Persuaded eligible customers to assess the benefits of umbrella coverage, ensuring 100% of their assets were protected

Store Attendant

Hess

2017 - 2018 / Seattle, WA

- Managed cash and credit transactions for fuel and convenience store purchases associated with the Hess gas station
- Initiated the aiding of elderly customers with pumping their gas to ensure a great customer experience
- **Calculated revenue totals 5 days per week**, reporting any minor discrepancies between cash in the till and receipt totals