

KARLA GREEN

Cashier

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☎ (123) 456-7890

📍 San Francisco, CA

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SUMMARY

Experienced customer service professional who has worked in many facets of the service industry looking to apply my 10+ years of expertise delivering exceptional customer service and accurate money-handling to an established, customer-centric business like Whole Foods.

WORK EXPERIENCE

Cashier

Nilda's Grocery

📅 2019 - current 📍 San Francisco, CA

- Assisted 50+ daily customers with checkout, answering outstanding questions
- Collaborated with 8 other cashiers, offering assistance to other teammates during busy times
- Managed inventory and directed support staff to assist customers who asked for specific grocery items
- Recognized as **employee of the quarter in 2019**

Server

Riviera Restaurant

📅 2017 - 2019 📍 Denver, CO

- **Exceeded sales targets by 14% by up-selling appetizers and drinks** based on specific tastes of diners
- Monitored guest waiting list while communicating wait times
- Delivered prompt service while assisting 11 other servers
- Organized tips across 12-person staff at the end of each shift
- Verified dietary restrictions of guests were adhered to, guiding guests to 16 specialty menu items

Delivery Driver

Roma's Pizzeria

📅 2012 - 2017 📍 New York, NY

- Directed scheduling of delivery drivers, **ensuring 100% of orders were delivered on time**
- Executed exceptional service to ensure customers' repeat business to the restaurant

EDUCATION

Diploma

Johnson High School

📅 2007 - 2011

📍 San Francisco

SKILLS

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