

SUE SMITH
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SUMMARY of QUALIFICATIONS

- Reliable personable professional
- Exceptional customer service experience, including cash management skill
- Ability to multi-task and flexible to complete all work assignments in a timely manner
- Excellent communication skills, working with diverse populations
- Capable of working in fast paced environment
- Strong problem solving ability with skill and efficiency
- Proficient in typing, Microsoft Suite-Word and other computer systems

WORK EXPERIENCE

Cashier, Chick-fil-A - Baltimore, MD **01/2020 - Current**

- Assist with purchases, locating items and signing up for rewards programs.
- Operate cash register, collected payments and provided accurate change.
- Help customers find specific products, answered questions and offered product advice.
- Process [Number] transactions per day with exceptional accuracy.
- Resolve issues regarding customer complaints and escalated worsening concerns to [Job title] for remediation.
- Promote specific item options to drive sales and achieve add-on purchases.
- Receive Employee of Month several times for excellent customer service

Customer Service Associate, Walmart, Baltimore, MD **12/2019-12/2020**

- Handled all customer service issues- cashing checks, issuing money orders, returning merchandise, refunding money and resolving issues and concerns of customers
- Efficiently and consistently maintained high customer service rating

Receptionist, Doctor's Office, Baltimore MD **11/2018-11/2019**

- Demonstrated great customer service, greeting patients, scheduling appointments and resolving any concerns or issues
- Processed billing: accepting payments, handling insurance, includes bill discrepancies, coding, making sure office is billing appropriately and patient billed correctly
- Worked in fast paced setting, making sure reception area and back triage area was cleaned and maintained for a pleasant well managed office
- Assisted nursing staff with preparing patients for exams

EDUCATION and TRAINING

HS Diploma, ABC School, Baltimore, MD	05/2020
Certification – Customer Service, Fortis, Baltimore MD	06/2019
Nursing Assistant, Doctor's Office, Baltimore MD	12/2018