

John Q. Sample

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CAREER OBJECTIVE

Seeking to apply my skills, experience, and extensive knowledge to a responsible position in **Warehouse and Customer Service Management**. To contribute to the success of a progressive organization. Offering leadership and dedication to excellence. Highly motivated individual with a proven track record.

HIGHLIGHTS OF QUALIFICATIONS

- ♦ Possess over 3 years of expertise in customer service, department management, computerized cashiering systems and inventory control.
- ♦ Ability to communicate effectively and establish excellent rapport with people at all levels. Expertise in anticipating and responding to customer needs.
- ♦ Extremely organized; can coordinate multiple/complex projects simultaneously. Work best under pressure in a fast-paced environment.
- ♦ Bottom line-oriented with a proven record of exceeding standards and expectations.

PROFESSIONAL EXPERIENCE

11/01 – Present **CUSTOMER SERVICE/CASHIERING/DEPARTMENTAL MANAGEMENT**
Grocery Store., Rancho Cucamonga, CA

Responsible for the overall day-to-day activities in maintaining one of Southern California's fastest growing grocery markets.

Key Accomplishments:

- ♦ *Received rapid promotion to Store Checker after just several months of being hired.*
- ♦ Received salary increases because of meeting and exceeding store and performance expectations.
- ♦ Chosen by Management to train newly hired courtesy clerks on customer service and store policies.
- ♦ *“Reliable, hard-working, fast learner with excellent attendance”* – Store Manager, on an employee review.

Customer Service and Cash Accountability

- ♦ *Provide customer service to over 200+ customers daily, handling up to \$8000 in sales daily.*
- ♦ Developed fast and accurate cash register skills. Memorized 10-digit computerized codes.
- ♦ Experienced in all aspects of store operations, including producer department management, inventory control, stocking, returns, receiving and maintenance.

Inventory Control and Department Management

- ♦ Oversee entire Produce Department, including stocking, pricing, customer service, inventory, maintaining layout.
- ♦ Maintained and inventoried over \$50,000 in produce monthly.
- ♦ Helped train newly hired staff in customer service, auditing, cashiering, and inventory systems

2001 – 2001 **CUSTOMER SERVICE**
ABC Grocery, Rancho Cucamonga, CA

REFERENCES **Excellent References Available Upon Request**