

[First Last Name]

[City, State] | [email@example.com] | [(555) 555-5555]

PROFESSIONAL SUMMARY

Detail-oriented [Cashier] with [X]+ years of experience in high-volume retail and customer-facing environments. Proven ability to accurately process cash, card, and digital transactions while maintaining a friendly, efficient checkout experience. Skilled in using [POS systems, barcode scanners, and cash drawers] and following store policies to minimize errors and shrinkage. Recognized for strong customer service, reliability, and teamwork in fast-paced settings.

EXPERIENCE

[Lead Cashier] | [High-Volume Supermarket]

[Month Year] – Present | [City, State]

- Processed an average of [X]+ transactions per shift using [POS system name], maintaining a [99%]+ accuracy rate in cash handling, card payments, and digital wallets.
- Trained and mentored [X] new cashiers on checkout procedures, customer service standards, and loss-prevention policies, contributing to a measurable reduction in register discrepancies.
- Resolved customer issues at the register, including price discrepancies, returns, and coupon validations, helping maintain high customer satisfaction scores and smooth front-end operations.

[Cashier / Customer Service Associate] | [Retail Store / Convenience Chain]

[Month Year] – [Month Year] | [City, State]

- Operated [POS system], balanced cash drawers at the start and end of shifts, and prepared basic end-of-day reports, consistently reconciling within acceptable variance limits.
- Handled returns, exchanges, and loyalty program sign-ups at the register, clearly explaining store policies and promoting membership benefits to increase customer engagement.
- Supported front-of-store operations by restocking impulse items, maintaining a clean checkout area, and assisting with line management during peak hours to reduce wait times.

EDUCATION

[High School Diploma] | [Name of High School]

[Month Year] – [Month Year] | [City, State]

- Relevant coursework: [Basic Accounting], [Business Math], [Introduction to Business].

[Customer Service / Retail Skills Certificate] | [Community College or Training Center]

[Month Year] – [Month Year] | [City, State]

- Completed training in point-of-sale operations, conflict resolution, and professional communication for retail environments.

SKILLS

- POS & Transactions:** [POS systems], barcode scanners, cash drawers, receipt printers
- Payment Methods:** Cash, credit/debit, gift cards, mobile/digital wallets
- Cash Handling:** Drawer balancing, basic reconciliation, change-making accuracy
- Customer Service:** Friendly communication, problem resolution, handling complaints

- **Retail Operations:** Returns/exchanges, coupons, discounts, loyalty programs
- **Organization & Speed:** Multi-tasking, working under pressure, line management
- **Soft Skills:** Reliability, teamwork, attention to detail, punctuality

PROJECTS

[Checkout Efficiency Improvement Initiative] | [High-Volume Supermarket]

[Month Year] – [Month Year]

- Collaborated with front-end supervisors to **streamline bagging and payment steps** at the register, helping reduce average customer wait time during peak hours.
- Identified common **coupon and price-check issues** and suggested clearer signage and quick-reference guides for cashiers, decreasing the number of manager overrides required.

[Customer Service Best Practices Guide] | [Retail Store / Team Project]

[Month Year] – [Month Year]

- Helped create a brief **front-end customer service checklist** for new cashiers, covering greetings, upselling basics, and handling common questions at the register.
- Shared tips with peers on **managing rush periods calmly and efficiently**, contributing to more consistent service during busy times.