

Naomi Fletcher

Cashier

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Reliable and detail-oriented cashier with 2+ years of high-volume retail experience seeking a cashier position at Sunset Marketplace. Available for evening, weekend, and holiday shifts. Proven track record of maintaining cash drawer accuracy while delivering efficient, friendly customer service in fast-paced environments.

WORK EXPERIENCE

Desert Valley Grocery

March 2022 – Present

Cashier

- Process 180+ customer transactions daily with 99.8% cash drawer accuracy over 22-month period, handling average of \$4,500 in cash and card payments per shift
- Resolved customer complaints and pricing discrepancies for 15-20 customers weekly, maintaining positive relationships that resulted in recognition in 8 customer feedback surveys
- Trained 4 new cashiers on NCR POS system, cash handling procedures, and customer service protocols, reducing their onboarding time by 30%
- Volunteered for peak-hour shifts during holiday season (Thanksgiving through New Year), handling transaction volumes 250% above normal while maintaining accuracy and service quality
- Cross-trained in customer service desk operations including returns processing, gift card activation, and lottery ticket sales

TrendWear Clothing

June 2021 – February

Sales Associate & Cashier

2022

- Operated cash register and processed average of 85 transactions per shift in boutique retail environment, maintaining 99.5% drawer accuracy
- Assisted customers with product selection and fitting room services, contributing to 12% increase in add-on sales through effective product knowledge and upselling techniques
- Managed opening and closing procedures including cash drawer setup, safe drops, and end-of-day reconciliation reports
- Maintained organized checkout area and restocked merchandise during slow periods, ensuring store presentation standards

Phoenix Community Thrift Store

SKILLS

POS Systems: NCR Counterpoint, Square, Clover

Cash Management: Drawer balancing, safe drops, variance resolution, counterfeit detection

Customer Service: Conflict resolution, product information, queue management, complaint handling

Payment Processing: Credit/debit transactions, EBT, mobile payments, gift cards, coupons

Technical: Inventory scanning, return processing, receipt lookup systems

Additional: Bilingual (English/Spanish - conversational), opening/closing procedures, new hire training, multitasking under pressure

AWARDS & RECOGNITION

Employee of the Month

Desert Valley Grocery

September 2023

Recognized for highest customer satisfaction scores and zero cash drawer variances over 3-month period

Perfect Attendance Award

Desert Valley Grocery

2023

Completed full calendar year without missing scheduled shift

Customer Service Excellence Recognition

PHOENIX COMMUNITY THRIFT STORE

January 2021 – May

Volunteer Cashier

2021

- Processed donations and sales transactions for nonprofit thrift store serving 40-60 customers per 4-hour volunteer shift
- Handled cash, checks, and card payments accurately while providing friendly service to diverse customer base
- Assisted with pricing merchandise and organizing donation intake area

Desert Valley Grocery

April 2023

Received written commendation from store manager after customer praised helpfulness and patience during complex return transaction

EDUCATION

Camelback High School

Graduated: May 2021

High School Diploma

Phoenix, AZ