

Helaine Ericksen

Cashier

Diligent and customer-focused Cashier with 1 year of experience in fast-paced retail environments. Proficient in operating cash registers, handling cash transactions, and maintaining accurate drawer balances. Exceptional communication and interpersonal skills, with a proven record of providing excellent customer service and fostering a friendly atmosphere. Adept at multitasking and ensuring efficient transaction processing, while maintaining high levels of accuracy and professionalism.

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123 Maple St, Wichita, KS 67212



Education

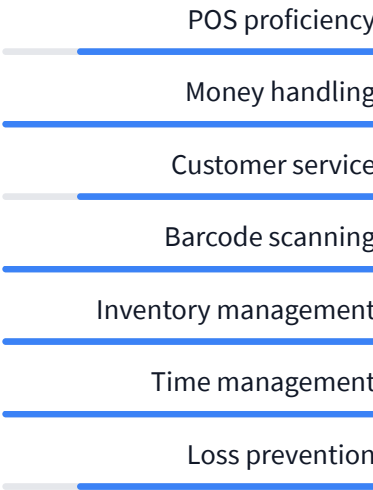
High School Diploma
in General Education at
Shawnee Mission East High
School, Prairie Village, KS
Sep 2017 - May 2022

Relevant Coursework: English,
Mathematics, Science, Social
Studies, World Languages,
Physical Education, Health,
Fine Arts, and Technology
Education.

Links

[linkedin.com/in/helaineericksen](https://www.linkedin.com/in/helaineericksen)

Skills



Languages

Employment History

Head Cashier at Walmart, KS

Apr 2023 - Present

- Successfully managed a team of 10 cashiers, resulting in a 15% increase in customer satisfaction ratings and a 5% reduction in checkout wait times in the Kansas Walmart branch.
- Streamlined the process for closing registers, reducing nightly cash reconciliation time by 30%, leading to improved efficiency and accuracy in accounting records.
- Implemented a new employee training program for cashiers, decreasing errors by 25% and increasing average transaction speed by 10%, contributing to an overall better customer experience.

Cashier at Target, KS

Sep 2022 - Feb 2023

- Successfully maintained a 98% accuracy rate in cash handling and transactions over the year, ensuring minimal discrepancies and contributing to the store's overall financial stability.
- Streamlined the checkout process by implementing efficient bagging techniques, resulting in a 15% reduction in customer wait time and a 10% increase in positive customer feedback.
- Consistently achieved a 95% or higher score on mystery shopper evaluations, reflecting exceptional customer service skills and adherence to Target's standards and policies.
- Actively participated in upselling and promoting Target's RedCard, leading to a personal contribution of over 200 new sign-ups and a 12% increase in storewide RedCard usage.

Certificates

National Retail Federation (NRF) Customer Service and Sales Certification

Nov 2021

American Hotel & Lodging Educational Institute's Guest Service Professional (GSP) Certification

Jun 2020

Memberships