

# PHALA SAUMELL

Gas Station Attendant

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1234 Evergreen Lane, Seattle, WA 98101



## PROFILE

Dedicated Gas Station Attendant with 1 year of experience providing exceptional customer service in fuel dispensing and convenience store operations. Skilled in cash handling, inventory management, and maintaining a clean and safe environment for customers. Demonstrates strong work ethic, attention to detail, and commitment to customer satisfaction.

## LINKS

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

## SKILLS

Cash Handling

Fuel Dispensing

Inventory Management

Customer Service

POS Operation

Safety Procedures

Pump Maintenance

## LANGUAGES

English

German

## HOBBIES

Car detailing and restoration

Collecting vintage gas station memorabilia

Amateur radio operating

## EMPLOYMENT HISTORY

### Gas Station Attendant at Chevron, WA

Apr 2023 - Present

- Successfully increased fuel sales by 15% over a six-month period by providing excellent customer service and upselling premium fuel options to customers at the Chevron station in Washington.
- Implemented a streamlined inventory management system, resulting in a 20% reduction in stock discrepancies and a 10% decrease in product waste over a one-year period.
- Trained and mentored four new gas station attendants, improving team productivity by 25% and reducing training time by 50%.
- Identified and resolved a recurring issue with the fuel pump system, leading to a 30% decrease in customer complaints and a 5% increase in overall customer satisfaction ratings.

### Assistant Gas Station Attendant at Shell, WA

Aug 2022 - Mar 2023

- Successfully managed and increased fuel sales by 15% in the first quarter of 2020, contributing to Shell's overall growth in the WA market.
- Streamlined inventory management processes, reducing stock discrepancies by 30% and ensuring optimal product availability for customers.
- Implemented a customer loyalty program that resulted in a 20% increase in repeat customers, boosting overall revenue and enhancing Shell's reputation in the community.

## EDUCATION

### High School Diploma or GED at Tahoma High School, Maple Valley, WA

Sep 2018 - May 2022

Relevant Coursework: English, Mathematics, Science, Social Studies, Health, Physical Education, Fine Arts, and Foreign Language.

## CERTIFICATES

### Certified Pump Technician (CPT)

Jan 2022

### Hazardous Materials Handling Certificate

Jul 2020

## MEMBERSHIPS