

SHARNETTE KOLAWOLE

Head Cashier

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(385) 182-1533

123 Maple Street, Portland, ME 04101



PROFILE

Dedicated Head Cashier with 1 year of experience adept at providing excellent customer service, handling daily financial transactions, and managing a team of cashiers. Proficient in cash register operations, balancing cash drawers, and training staff. Recognized for streamlining processes, increasing efficiency, and contributing to a positive work environment. Demonstrates a strong commitment to maintaining high standards of accuracy, organization, and professionalism.

LINKS

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

SKILLS

POS proficiency

Customer service

Time management

Conflict resolution

Inventory management

Team leadership

Cash handling

LANGUAGES

English

Japanese

HOBBIES

Collecting vintage coins

EMPLOYMENT HISTORY

● Head Cashier at Walmart, ME

May 2023 - Present

- Implemented a new cash management system that increased efficiency by 25%, resulting in shorter customer wait times and higher overall satisfaction rates.
- Successfully trained and mentored a team of 15 cashiers, leading to a 10% reduction in cashier errors and an improvement in overall store performance.
- Managed over \$2 million in cash transactions during a one-year period, maintaining accurate cash handling and ensuring minimal discrepancies in the store's financial records.

● Assistant Head Cashier at Hannaford Supermarkets, ME

Aug 2022 - Apr 2023

- Successfully managed a team of 10 cashiers, resulting in a 15% increase in overall customer satisfaction ratings and a 5% reduction in average checkout time during my tenure.
- Implemented a new cashier training program, which led to a 20% decrease in transaction errors and improved overall efficiency at the front end by 10%.
- Assisted in the development and execution of a store-wide loss prevention plan, resulting in a 25% reduction in shrinkage and saving the company over \$50,000 annually.

EDUCATION

Associate of Applied Science in Business Administration at Southern Maine Community College, South Portland, ME

Sep 2018 - May 2022

Relevant Coursework: Business Law, Principles of Management, Marketing, Accounting, Economics, Business Ethics, Finance, Human Resource Management, Organizational Behavior, and Operations Management.

CERTIFICATES

National Professional Certification in Customer Service (NPC-CS)

Oct 2021

Certified Retail Operations Specialist (CROS)

Aug 2020

MEMBERSHIPS