

# Ivy Gantman

Service Cashier

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## Education

### Diploma in Customer Service and Cash Handling at Indiana University, Bloomington, IN

Aug 2018 - May 2022

Relevant Coursework:  
Customer Service Principles, Communication Skills, Cash Handling Techniques, Conflict Resolution, and Sales Strategies.

## Links

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

## Skills

Multitasking

Time-management

Communication

POS proficiency

Problem-solving

Customer service

Cash handling

## Languages

English

Spanish

## Hobbies

Collecting stamps or coins  
Painting or drawing

## Profile

Dedicated Service Cashier with 1 year of experience delivering exceptional customer service and accurate financial transactions. Proficient in handling diverse payment methods, maintaining organized records, and managing cash register systems. Highly skilled in problem-solving and multitasking to ensure smooth operations in fast-paced environments. Committed to maintaining a positive and professional attitude to promote customer satisfaction and loyalty.

## Employment History

### Service Cashier at Indiana Members Credit Union, IN

Mar 2023 - Present

- Successfully managed over 500 daily transactions with 99.8% accuracy, ensuring smooth and efficient operations for Indiana Members Credit Union.
- Assisted in increasing customer satisfaction ratings by 20% through proactive communication and problem-solving skills, contributing to the credit union's reputation for excellent service.
- Identified and implemented process improvements that reduced transaction errors by 15%, leading to increased efficiency and a reduction in overall customer complaints.

### Junior Service Cashier at Centier Bank, IN

Jul 2022 - Feb 2023

- Successfully assisted 50+ customers daily with account transactions, leading to a 95% customer satisfaction rating.
- Streamlined the process of handling customer inquiries, reducing response time by 30% and increasing overall efficiency.
- Identified and resolved over 200 discrepancies in account balances within a 6-month period, ensuring accuracy and preventing potential financial losses for the bank.
- Cross-sold banking products and services to 100+ customers within a year, contributing to a 10% increase in the branch's overall sales.

## Certificates

### National Retail Federation (NRF) Customer Service Certification

Feb 2022

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

Sep 2020

## Memberships

National Retail Federation (NRF)