

Self-Checkout Cashier

Jessica Lee

Professional summary

Reliable and tech-savvy Self-Checkout Cashier with experience assisting customers in high-volume retail environments. Skilled in troubleshooting self-checkout systems, managing transactions efficiently, and providing outstanding customer service. Adept at handling returns, training new employees, and maintaining a seamless checkout process to enhance the shopping experience.

Experience

Self-Checkout Cashier

June 2025 - Now
Walmart / Los Angeles, CA

- Operate and oversee self-checkout stations, ensuring smooth and accurate transactions.
- Process returns, exchanges, and refunds following store policies while maintaining excellent customer service.
- Train and mentor new employees on self-checkout technology and best practices, enhancing team efficiency.
- Monitor scanning accuracy and prevent loss through proactive engagement with customers.

Cashier

January 2024 - May 2025
Best Buy / Los Angeles, CA

- Processed sales transactions efficiently through traditional registers while maintaining accuracy.
- Assisted customers in locating products and provided recommendations based on their needs.
- Promoted store credit programs and rewards, contributing to increased customer engagement.
- Maintained a clean and organized checkout area, ensuring a professional and welcoming environment.

Extracurricular Activities

- Retail Club Member.** – Participated in hands-on training for retail operations and customer engagement strategies.
- Tech Enthusiasts Group.** – Explored new advancements in self-checkout automation.
- School Fundraising Events.** – Helped organize and manage school charity sales, gaining experience in merchandising.

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Education

High School Diploma
Los Angeles High School
Graduated: June 2025

Certifications

- Conflict Resolution in Retail** – Customer Care Institute | March 2021
- Customer Service Excellence** – National Retail Federation | November 2020
- POS System Training** – Retail Skills Academy | February 2020

Skills

Self-Checkout System Operation	◆◆◆◆◆
Troubleshooting & Problem Resolution	◆◆◆◆◆
Cash Handling and Credit Card Processing	◆◆◆◆◆
Return and Refund Management	◆◆◆◆◆
Loss Prevention Awareness	◆◆◆◆◆
Strong Communication & Conflict Resolution	◆◆◆◆◆
Time Management & Multitasking	◆◆◆◆◆

Hobbies

- Technology & Innovation
- Community Volunteering
- Fitness & Wellness