

[First Name] [Last Name]

[City, State Zip] | [Phone Number] | [Email Address] | [LinkedIn Profile URL]

Customer-focused professional with [Number] years of experience in retail and food service environments. Proven ability to handle high-volume sales, resolve customer issues quickly, and maintain visual merchandising standards. Adept at using POS systems to process up to \$[Number] in daily transactions with 100% accuracy while driving a [Number]% increase in customer satisfaction.

Core Competencies & Skills

- **Sales & Service:** *Customer Conflict Resolution, Cross-Selling & Upselling, Client Relations*
- **Operations:** *POS Systems & Cash Handling, Opening/Closing Procedures, Inventory Auditing*
- **Technical:** *[Insert specific POS/Software, e.g., Square, Aloha, Microsoft Office]*

Professional Experience

[Job Title, e.g., Customer Service Rep / Barista / Retail Associate]

[Company Name], [City, State] | [Month, Year] – [Present]

- *Resolved up to [Number] customer inquiries and complaints daily, utilizing active listening and de-escalation techniques to ensure a [Number]% positive feedback rating.*
- *Processed cash, credit, and mobile transactions accurately using [POS System Name], maintaining perfectly balanced drawers over a [Number]-month period.*
- *Trained [Number] new team members on store procedures, safety protocols, and customer engagement standards.*
- *Managed floor inventory and restocked high-volume displays, ensuring product availability during peak retail hours.*

[Previous Title, e.g., Cashier / Shift Lead]

[Company Name], [City, State] | [Month, Year] – [Month, Year]

- *Achieved top sales metrics by successfully upselling [Product/Service] to [Number]% of daily customers.*
- *Conducted end-of-day financial reporting and store lockdown procedures in compliance with corporate policies.*

Education

[Name of Degree/Diploma]

[Name of Institution], [City, State] | [Graduation Year]

This Six Star Strategy template for customer service, retail and restaurant with experience is a foundational document intended to help organize your experience. To stand out to employers, you must customize the wording and add your own specific achievements rather than copying it word-for-word. While templates are a great first step, a fully individualized, expertly strategized resume will always provide the strongest competitive advantage in your job search.