

# SHIELLA MARIE LACSON

## Cashier

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## OBJECTIVE

A highly devoted and results-driven cashier with a passion for customer service. Offering years of experience in cashiering, developing teamwork and skills as well as efficiency and accuracy. Aiming to contribute my skills and knowledge in a organization to help the organization reach their goal and success.

## WORK EXPERIENCE

- **CUSTOMER SERVICE REPRESENTATIVE**

- Ibex Global Solution – US Account Healthcare**

- January 2023 - Present**

- Manage large amounts of incoming phone calls
    - Generate sales leads
    - Identify and assess customers' needs to achieve satisfaction
    - Build sustainable relationships and trust with customer accounts through open and interactive communication
    - Provide accurate, valid and complete information by using the right methods/tools
    - Meet personal/customer service team sales targets and call handling quotas
    - Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
    - Keep records of customer interactions, process customer accounts and file documents
    - Follow communication procedures, guidelines and policies
    - Take the extra mile to engage customers

- **CUSTOMER SERVICE REPRESENTATIVE**

- AI Philippines – US Retail Account**

- August 2022 – December 2022**

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
    - Responding promptly to customer inquiries.
    - Communicating with customers through various channels.
    - Acknowledging and resolving customer complaints.
    - Knowing our products inside and out so that you can answer questions.
    - Processing orders, forms, applications, and requests.
    - Keeping records of customer interactions, transactions, comments, and complaints.

- Communicating and coordinating with colleagues as necessary.
  - Providing feedback on the efficiency of the customer service process.
  - Managing a team of junior customer service representatives.
  - Ensure customer satisfaction and provide professional customer support.
- **CASHIER**  
**Shoemart, Makati, Philippines**  
**March 2007 - 2017**
- Welcoming customers, answering their questions, helping them locate items, and providing advice or recommendations.
  - Operating scanners, scales, cash registers, and other electronics.
  - Balancing the cash register and generating reports for credit and debit sales.
  - Accepting payments, ensuring all prices and quantities are accurate and providing a receipt to every customer.
  - Processing refunds and exchanges, resolving complaints.
  - Bagging or wrapping purchases to ensure safe transport.
  - Following all store procedures regarding coupons, gift cards, or the purchase of specific items, such as alcohol or cigarettes.
  - Maintaining a clean workspace.
  - Manage transactions with customers using cash registers
  - Scan goods and ensure pricing is accurate
  - Collect payments whether in cash or credit
  - Issue receipts, refunds, change or tickets
  - Redeem stamps and coupons
  - Cross-sell products and introduce new ones
  - Resolve customer complaints, guide them and provide relevant information
  - Greet customers when entering or leaving the store
  - Maintain clean and tidy checkout areas
  - Track transactions on balance sheets and report any discrepancies
  - Bag, box or gift-wrap packages
  - Handle merchandise returns and exchanges
  - Assisting with shelf-stocking, clean up, and displays
  - Keeping the register area neat and stocked with essential supplies
  - Counting money in cash drawers at the beginning of a shift
  - Handling rain checks, exchanges, and refunds
  - Rectifying any price discrepancies and resolving complaints from clients
  - Issuing the correct change due to the client
  - Using electronic scanners to identify the price of the merchandise
  - Interact with customers as needed

## SKILLS

- |                       |                           |
|-----------------------|---------------------------|
| • Attention to detail | • Collaborative           |
| • Positive Attitude   | • Team Player             |
| • Time Management     | • Cash Handling Skills    |
| • Problem-Solving     | • Communication Skills    |
| • Decision Making     | • Customer Service Skills |

## EDUCATION

- **BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION MAJOR IN MANAGEMENT**  
New Era University  
2011 – 2012
- **SECONDARY HIGHSCHOOL**  
Northern Zambales College  
2000 – 2004

## TRAINING & SEMINARS

- **CORPORATE IMAGE 101**  
August 28, 2014  
SM Makati
- **CS 101 CASHIERS AND CHECKERS CREATING EXCEPTIONAL CUSTOMER EXPERIENCE**