

# TONI THOMPSON

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## Profile/Objective

Experienced Customer Service Sales Specialist, with diverse Restaurant Cleaning, and Food Services skills – *open to all work opportunities*

## Highlighted Qualifications

- **'Hands-on Customer Service including Retail Sales & Cashiering:** Efficient with operating computerized register, Processing Payments, including cash, credit, returns, and related transactions, Maintaining Inventory, and Displays
- **Customer Service/Sales Experience:** Assisted customers working at busy Marshall's and Macy's Department stores, handled all sales transactions, including opening and closing/balancing cash and credit receipts efficiently – familiar using computerized registers
- **Positive attitude:** Responsible, organized, observant, flexible in scheduling, and works well independently and with others, staff across all levels

## Experience Details

### Customer Service/Retail Sales/ Lead Cashier

- Assisted Store customers, i.e. making recommendations, selecting clothing items, processing cash and credit transactions, handling payments, exchanges, returns and credits
- Answered multi-line phones, provided information and directions, searched for and found specialty items to customers' satisfaction
- Unpacked merchandise and clothing, and set-up attractive displays, promotions
- Organized and maintained cleanliness and safety of all areas at all times

### General Support & Cleaning Services

- Coordinated cleaning activities, physically capable to lift and haul heavy loads
- Experienced restaurant kitchen prep worker,
- Maintained a clean and safe environment at all times

## Work Background

<i>Restaurant Cleaner</i>	Cheese Cake Factory, San Francisco, CA	8/2011-2/2012
<i>Food Preparer</i>	AT&T Ballpark, San Francisco, CA	3/2007-4/2008
<i>Boy Scouts Leader</i>	Boy Scouts of America, San Leandro, CA	8/2006-2/2007
<i>Sales Associate</i>	Marshall's Dept. Store, San Francisco, CA	6/2004-10/2004
<i>Calvin Klein Specialist</i>	Macy's West/Union Square, San Francisco, CA	11/2001-5/2002
<i>Telemarketer</i>	Strategic Staffing, San Francisco, CA	10/2001-11/2001

## Education

*Certificate*, Express to Success Employment Skills Center, San Francisco, CA  
*GED*, Southeast Campus, City College of San Francisco, San Francisco, CA