

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

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