

ANGELICA MELIAN

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Professional Summary

Dedicated counter girl who delivers excellent customer service and has received multiple vouchers from customer compliments. Familiar with cash and food handling procedures.

Skills

- Customer-oriented
- Quick learner
- Organized multi-tasker
- Able to lift 50 pounds
- Friendly and helpful
- Skilled upseller
- Creative problem solver
- Exceptional communication skills
- Accustomed to shift work
- Fast and efficient service worker
- Dedicated team player

Work History

Counter Clerk, 04/2013 to Current

Shoprite – Aberdeen New Jersey

- Consistently provided friendly guest service and heartfelt hospitality.
- Promptly and empathetically handled guest concerns and complaints.
- Greeted customers and provided excellent customer service.
- Demonstrated integrity and honesty while interacting with guests, team members and managers.
- Pleasantly and courteously interacted with customers.
- Maintained high standards of customer service during high-volume, fast-paced operations.
- Built loyal clientele through friendly interactions and consistent appreciation.
- Cross-trained and coordinated scheduling with team members to ensure seamless service.
- Prepared specialty foods such as pizzas and sandwiches, following specific methods that required quick prep time.
- Assembled food orders while maintaining appropriate portion control.
- Followed food safety procedures according to company policies and health and sanitation regulations.
- Prepared quality products while maintaining proper food safety practices, portion control and presentation within service goal times.
- Stored food in designated containers and storage areas to prevent spoilage or cross-contamination.
- Maintained clean and safe environment, including in the kitchen, bathrooms, building exterior, parking lot, dumpster and sidewalk.
- Reported to all shifts wearing a neat, clean and unwrinkled uniform.
- Immediately informed supervisors when supplies were low or if equipment was not functioning properly.
- Diligently restocked work stations and display cases.
- Routinely moved and stocked food products weighing up 50 pounds.

Cashier/Receiving, 07/2012 to 03/2013

Bed Bath & Beyond – Aberdeen New Jersey

- Greeted customers promptly.
- Received customer payments.
- Directed customers to store locations.
- Totaled bills and calculated taxes.
- Described products and services in detail.
- Created attractive displays to promote items.
- Processed customer returns.
- Collected and stored coupons.

- Completed purchases using Point of Sale systems.
- Trained new cashiers on procedures, customer service and sales techniques.
- Assisted on sales floor as needed to maintain service standards.

Education

High School Diploma: 2011

North Bergen High School - North Bergen New Jersey