

**Melissa Lopez**  
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**EDUCATION:**

**B.S. in Business, International Business**, San Jose State University, San Jose, CA, Expected May 2019

Overall GPA: 3.5

**High School Diploma**, Santa Teresa High School, San Jose, CA 9512

Overall GPA: 3.8 Graduated with honors

Key Club, Member

**WORK EXPERIENCE:**

California's Great America, Santa Clara, CA, **Food Associate/Cashier**

07/2014-08/2014

- Provided friendly guest costumer service and heartfelt hospitality, while promptly and empathetically handled guest complaints.
- Demonstrated integrity and honesty while integrating with guest, team members and managers.
- Handled currency and credit transaction quickly and accurately.
- Reported to each shift on time and ready to work.
- Maintained clean and safe environment, including in the kitchen, and bathrooms.

Chavez Supermarket, San Jose, CA, **Cashier**

01/2015-05/2015

- Greeted costumer promptly
- Received costumer payments and processed costumer returns.
- Described products and services in detail.
- Reported security and service incidents to management.

Silicon Valley House Cleaning LLC, San Jose, CA, **Payroll Assistant**

07/2014-Present

- Manage payroll for an organization of 8 personnel, and maintain daily bookkeeping report.
- Compile internal report as requested (salaries, bones, hours worked)
- Prepare cash tax forecasts for planning and estimated payments.
- Translated client's instructions to non-English speaking employees.

Hahn Thompson Child Care, San Jose, CA, **Child Care Assistant**

08/2015-Present

- Promote languages development skills through reading and storytelling.
- Assist the lead teacher with snack time, arts and crafts.
- Organize small group of children while transporting them from school to child care facility.
- Maintain a child-friendly environment by allowing frequent access to outdoor activities.
- Use constructive problem-solving techniques to resolve parent and children dispute.
- First Aid and CPR Certified.

**SKILLS:** Language: Fluent in Spanish, Computer: Microsoft Word, familiar with Excel

**ACTIVITIES:**

Latino Business Associate Students, Member

The National Society High School Scholars, Member



**Cashier Test**

**Score / 15**

b 1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

$$10/15 = 67\%$$

a 2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

c 3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

a 4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

b 5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

8.75

15% 6) What is the current sales tax rate in your city 15%?

c 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

$$\begin{array}{r}
 1.25 \\
 0.90 \\
 + 0.79 \\
 \hline
 2.94 \\
 - 10.00 \\
 \hline
 7.06
 \end{array}$$

b 8) A customer buys two shirts for \$10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

$$\begin{array}{r}
 10.50 \\
 10.50 \\
 + 7.25 \\
 \hline
 21.75 \\
 - 50.00 \\
 \hline
 28.25
 \end{array}$$

c 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

a 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

$$\begin{array}{r}
 3.75 + 3.75 + 1.25 + 1.25 + 2.50 + 2.50 + 3.25 + 3.25 \\
 \hline
 21.00 + 4.50 + 5.00 \\
 \hline
 21.50 + 5.00 \\
 \hline
 26.50
 \end{array}$$

21.00  
3.75  
3.75  
1.25  
1.25  
2.50  
2.50  
3.25  
3.25  
26.50

**Cashier Test**

**Score / 15**

a 11) Counterfeit pens should be used on which three denominations?  
a) \$20, \$50, \$100  
b) \$10, \$20, \$50  
c) \$5, \$50, \$100  
d) \$10, \$20, \$50

b 12) How many times should you count change when giving it to the customer?  
a) one  
b) two  
c) three  
d) no need to count

**Question & Answer:**

13) What is the minimum age for legal alcohol purchases? 21 and older

14) What are the acceptable forms of ID for alcohol purchases? Passports | License Drivers Birth certificates

15) How many \$20 bills are in a bank band? \$2,000 or 100 bills

175  
225  
350  
750  
3750  
1250  
1250