

# Michelle Jaimes

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## CAREER OBJECTIVE

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Hard-working professional with 9 years of experience and a proven knowledge of customer service, back office operations, and order processing. Aiming to leverage my skills to successfully fill the Customer service role at your company.

## PROFESSIONAL EXPERIENCE

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### LET'S CORP , Los Angeles , CA

*Sales Associate, Jan 2018 - Present*

- Do invoices, send faxes, emails, correspondence, or other documents.
- Greet customers as they walk inside showroom assist them with what each customer wants or information they need.
- Work with computer program AMP.
- Assist the model on photo shoots for new catalogs.
- Obtain customers' names, addresses, and billing information, product numbers, and specifications of items to be purchased, and enter this information on order forms.
- Inform customers by mail or telephone of order information, such as unit prices, shipping dates, and any anticipated delays.
- Direct specified departments or units to prepare and ship orders to designated locations.

### LOLA SHOETIQUE , Los Angeles , CA

*Retail sale Associate, Aug 2016 - Jun 2018*

- Total customers merchandise selection at checkout counter and charge card for purchases.
- Clean display cases, shelves, and aisles.
- Oversaw busy retail store with daily turnover of \$3+ Thousand, including direct supervision of 5 employees.
- Inventory stock and requisition new stock.
- Help customers try on or fit merchandise.

### NUMERO UNO MARKET , Los Angeles , CA

*Cashier, Aug 2013 - Aug 2017*

- Greet customers and ascertain what each customer wants or needs.
- Worked as a team member performing cashier duties, product assistance and cleaning.
- Placed unwanted items in correct store locations and arranged in an attractive manner.
- Maintained store areas in a neat and clean fashion for a professional appeal.
- Issue receipts, refunds, credits, or change due to customers.

## EDUCATION

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### FREMONT HIGH SCHOOL

**Los Angeles , CA**

*High School Diploma (Jul 2012)*

## ADDITIONAL SKILLS

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- Bilingual English and Spanish
- Self-motivated
- Enjoy working in team



**Cashier Test**

**Score** H / 15

b 1) A roll of quarters is worth?  
 a) \$5.00  
 b) \$10.00  
 c) \$15.00  
 d) \$20.00 -1

A 2) A roll of dimes is worth?  
 a) \$5.00  
 b) \$4.00  
 c) \$3.00  
 d) \$2.00 93%

d 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

C 5) What does POS stand for?  
 a) Patience over standards  
 b) Percentage of sales  
 c) Point of sales  
 d) People over service

6) What is the current sales tax rate in your city 9.5 / 3

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 Change

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 Change

d 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 Change

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 Change

**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

14) What are the acceptable forms of ID for alcohol purchases? ID

15) How many \$20 bills are in a bank band? 100