

Michelle Jaimes

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CAREER OBJECTIVE

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

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

FREMONT HIGH SCHOOL

Los Angeles , CA

High School Diploma (Jul 2012)

ADDITIONAL SKILLS

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

Cashier Test

Score 11/15

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

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

- 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%

- 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

- b 8) A customer buys two shirts for ~~10.50~~ ^{7.50} each and two ball caps for ~~7.25~~ ^{7.00} 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

- 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

- A 10) A customer buys two hamburgers at ~~3.75~~ ^{3.50} each, two bags of chips at ~~1.25~~ ^{1.00} each, two cookies at ~~2.50~~ ^{2.00} 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

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.