

RICH HARGRAVE

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Professional Profile

- 10+ years as a customer service and sales professional with extensive experience in retail and office assistant positions
- Proficient in Microsoft Office, Project, Visio, Internet, E-mail, 10-Key, Type 50WPM
- Strong ability to work independently or with little to no supervision
- Strong work ethic and accountability
- Able to work in a fast-paced environment with multiple demands
- Able to establish rapport quickly and identify customer's needs
- CA Department of Real Estate # 01199709

EXPERIENCE

KOONTZ HARDWARE

Customer Service/Front End

2/2018-2/2019

- Assisted customers with finding various products
- Operated computerized cash register to process purchases and returns

HARGRAVE TRANSPORTATION SERVICES (a.k.a. HTS/RIDES WITH RICH)

Uber/Lyft driver in Los Angeles, CA

4/2016-10/2017

- Created small business to serve the transportation needs of business people, seniors, students and other demographics.
- Assisted foreign or new resident clients with tips on surviving in Los Angeles and So Cal
- Maintained company vehicle in great condition at all times

ALBERTSONS/SAFEWAY/VONS COMPANIES

1/2013-1/2016

Front End Coordinator/Dairy Clerk

- Assisted customers with finding various needs
- Maintaining cleanliness to operational standards
- Trained new employees
- Help maintain dairy products stocked for freshness.

CHARLES HARGRAVE

7/2007-10/2011

Administrative Assistant

- Assisting in managing the office on a daily basis.
- Assisted in running the daily operations of the company.
- Ran a variety of errands for the office.

UCLA HEALTHCARE/ADECCO

5/2005-7/2007

Purchasing Assistant

- Placed medical supplies orders for various UCLA departments and off-campus medical offices.
- Coordinated delivery schedules of medical supplies to the various offices

WEYERHAEUSER/FISHER LUMBER

2/2003-2/2005

Retail Salesman

Brought on by this international timber and forestry conglomerate to contribute to the operations of its Santa Monica retail location.

- Selected to promote sales in hardware, paint, electrical, and other store departments by providing excellent customer service.
- Rapidly gained comprehensive knowledge of product offerings and applications, which maximized sales and customer service.
- Managed inventory and supported re-order and restocking of supplies.

EDUCATION:

CALIFORNIA STATE UNIVERSITY, LONG BEACH

Bachelor of Science in Business Management

CALIFORNIA DEPARTMENT OF REAL ESTATE

Salesman's license # 01199709

Cashier Test

Score B / 15

B

1) A roll of quarters is worth?

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

2
87/100

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

C

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

SANTA MONICA
10.25%

9.5

C

6) What is the current sales tax rate in your city 10.25% 9.5

B

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

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

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 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

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

A

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? CA DRIVERS license MILITARY ID

15) How many \$20 bills are in a bank band? 50 100 =\$2000