

# Kaylynn Williams

Santa Monica, CA 90404

[kaylynnwilliams9\\_cuj@indeedemail.com](mailto:kaylynnwilliams9_cuj@indeedemail.com)

+1310-3456604

Authorized to work in the US for any employer

## Work Experience

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### **Cashier/Shift Leader**

Erehon Market-Pacific Palisades, CA

March 2022 to February 2023

- Responsible for completing opening and closing procedures
- Communicate with different departments in order to assist customers
- Answering phone and transferring to specific departments
- Assist in solving customer issues
- Ensure transactions and returns are executed efficiently and to policy
- In charge of keeping track of cashier meals and breaks
- Communicate monthly goals and any updates to the team.

### **Visual Merchandiser**

Victoria's Secret

August 2019 to May 2021

- Responsible for the setup and take down of visual displays.
- Work directly with the corporate visual team in order to execute visuals at the store level.
- Execute floorsets with the store team.
- Reach store weekly and daily sales plans.
- Assisted customer in finding products that fit their needs.
- Specifically working in the accessory, fragrance, and body care departments.
- Assisted in educating store team in product knowledge.
- Responsible for receiving and logging daily merchandise shipment as well as store transfers.
- Worked with team to ensure stock room remains organized.
- Oversaw and ran quarterly inventory counts.

### **Concierge**

Brookdale Senior Living-Santa Monica, CA

2018 to 2019

- Greet and welcome guests.
- Receive and sort all mail and packages.
- Answer all phone calls in a professional manner and providing information.
- Assisted management in solving resident issues.
- Created work orders for resident repairs.
- Keeping up with safety while monitoring cameras, keeping track of guest parking and visitor logs.
- Efficient with computer, fax, copying and filing.

## **Key Holder**

Solstice Sunglasses

June 2015 to August 2016

- Open and closed store including counting cash drawers, making deposits and filing paperwork.
- Assign weekly tasks for team members to complete.
- Correctly processed all sales transactions, including returns and damaged merchandise.
- Completed monthly LP audits as well as assisted in monthly cycle counts (inventory).
- Processed shipment as well as stock transfers.
- Strip visual displays.
- Ensured the stockroom remained organized and clean.

## **Cash Wrap Lead**

Victoria's Secret

2010 to 2015

- Working with team in order to reach personal and store sales goals.
- Balanced the needs of multiple customers in a fast paced environment.
- Processed all sales transactions accurately and in a timely manner.
- Completed the store opening and closing procedures, including counting out cash drawers and making deposits.
- Built and maintained effective relationships with peers and upper management.

## Education

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### **High school or equivalent**

Santa Monica High School

## Skills

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- Cashiering
- Packaging
- Cash Handling
- Merchandising
- Serving Experience
- Shipping & Receiving
- Order Picking
- Planograms
- Retail management
- Loss prevention
- Store management
- Sales management
- Inventory Control
- Stocking
- Sales

- Retail Sales
- Fashion styling
- Shift Management
- Pricing
- POS
- Retail sales
- Supervising experience
- Cash handling
- POS
- Customer service
- Cash register
- Sales
- Shift management
- Merchandising
- Organizational skills
- Communication skills
- Time management
- Planograms
- Google Suite
- Office experience
- Clerical experience

## Assessments

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### **Bartending — Proficient**

October 2023

Understanding, pouring, and mixing drink orders

Full results: [Proficient](#)

### **Retail customer service — Proficient**

November 2021

Responding to customer situations in a retail setting

Full results: [Proficient](#)

### **Front desk agent (hotel) — Proficient**

May 2024

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Proficient](#)

### **Sales skills — Proficient**

January 2022

Influencing and negotiating with customers

Full results: [Proficient](#)

**Food service: Customer situations — Proficient**

April 2024

Identifying and addressing customer needs in a food service setting

Full results: [Proficient](#)

**Work style: Reliability — Proficient**

November 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

**Customer focus & orientation — Proficient**

September 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.