**Alex Johnson**
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Mobile: XXXX XXX XXX

**Experienced Customer Service Employee Seeking Full-Time Opportunities**
Motivated and articulate individual with hands-on experience in casual face-to-face customer service roles. Strong interpersonal skills enable effective communication in diverse environments. Proven strengths in cash handling, stock management, transaction processing, and problem resolution, ensuring a seamless transition into a full-time retail or customer service position. Recent school-leaver eager to build a career in retail.

**KEY SKILLS**

* Customer service (phone and face-to-face)
* Problem-solving
* Cash handling & reconciliation
* Transaction processing
* Sales & product knowledge
* Refund & exchange processing
* Conflict resolution
* Data entry & record-keeping
* Inventory management
* Store security awareness
* Stock receipting & replenishment
* End-of-day sales processing
* Sales negotiations
* Product selection guidance

**Technical Skills:** Microsoft Word | Microsoft Excel | Microsoft Outlook | POS Terminals | EFTPOS Systems

**EDUCATION**

**Springfield High School**
Year 10 Completion | 2023

**Academic Achievements:**

* 2023: Achieved top marks in Business Studies
* 2021: Completed a short course in Effective Customer Service through a school development program

**PERSONAL ATTRIBUTES**

* **Reliable:** Always punctual and dependable, with a strong track record of attending all rostered shifts and assisting during peak periods.
* **Enthusiastic:** Contributes to a positive work environment by maintaining high energy and motivation in all tasks.
* **Adaptable:** Quick to learn and adjust to the changing demands of the retail and customer service industries.

**PROFESSIONAL WORK EXPERIENCE**

**KSMART | 2021 - Present**
**Customer Service Assistant & Lay-By Assistant**

* Assisted customers with purchases, returns, and lay-by transactions.
* Provided friendly and efficient service, enhancing customer satisfaction.
* Managed cash transactions, processed payments, and balanced registers.
* Maintained stock levels and store presentation, ensuring a clean and organized retail environment.

**References available upon request.**