**Mike**

# **Profile**

Dedicated worker with over 10 years of delivering exceptional customer service and retail experience.

# **Core Competencies**

* *Excellent communicator*
* *Effective listener*
* *Self checkout attendant*
* *Successful problem solver*
* *Flexible schedule*
* *Good oral and written abilities*

# **Work Experience**

**The Mustard Seed- contracted to The Royal Alberta Museum**

Greeter

*March 2019 to March 2020*

* Provided a welcoming first impression to guests entering the facility
* Addressed questions and directed guests towards appropriate areas
* Supported patrons to troubleshoot any issues with valuables lockers
* Promoted the museum with every opportunity
* Assisted security in identifying and resolving suspicious behaviours

**Co-op Food Store (formerly Sobeys)**

Courtesy Clerk

*2008 to 2018*

* Provided excellent customer service while bagging groceries, as well grabbed replacement items or additional items for customers
* Directed customers to location of products by providing easy to follow directions or escorting them to the product
* Managed self checkout stations by helping customers with any issues, changed till tape, kept tills clean, troubleshooted issues on the machine from reusable bags and refilled plastic bags at tills
* Assisted customers with propane purchases by bringing the tank to their vehicle or helped load it into their car
* Inspected return program tanks to see if they fall within return safety standards for the tank expiration date
* Stocked shelves and display areas on an as needed basis
* Performed general clean up such as cleaning washrooms, taking out the front-end garbage and recycling
* Took great care of the parking lot by shoveling snow, picking up carts and debris
* Inspected food quality of perishable products left at the till and disposed of products when applicable

# **Education & Certifications**

**Jasper Place High School | 2004**