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# Angelique McGovern

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## WORK EXPERIENCE

### **Cashier, Customer Service Manager, Overnight Stocker, Photo Lab Technician**

Walmart - Rochester, MN - March 2012 to Present

#### Responsibilities

Cashier (March 2012-August 2012): I rang up customers in a timely manner, handled various tenders (credit, debit, checks, cash, gift cards), and kept my register clean and organized.

Customer Service Manager(September 2012- October 2013): I supervised the front end of the store. Managing the cashiers, service desk and cart pushers. Scheduled breaks, cashed checks, gave out change or loans as needed, trained new associates and answered any questions/concerns for both front end associates and customers alike..

Photo Lab Technician(October 2013-current): Create, print and package various photo products, assist customers in creating/ordering products, ran maintenance on several different printers, kept the photo lab stocked, clean and organized. Binned walmart.com orders in the back room of the store, retrieved walmart.com orders for customers when they came to pick them up. Over the christmas season the photo lab also handles layaway.

#### Accomplishments

I was promoted to a customer service manager after cashiering for a very short amount of time. I helped train a several front end associates that later were promoted to CSM themselves. I taught myself photo as I was kind of tossed back there with next to no training (2/5 people had quit and 2 of the other 3 were on maternity leave) and I made some great friends in not only the associates that worked with me but the regular customers I saw frequently.

#### Skills Used

Customer Service, patience, ability to multitask, quick thinking and working under pressure