

Jennifer McDowell

Lakewood, CO

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A decade of diverse experiences, demonstrating a multitude of skill sets in many challenging situations and industries. Consistent high performer in numerous positions while demonstrating exceptional customer service and execution of management directives. Team player, with valuable communication skills that drive effective problem solving and customer satisfaction.

WORK EXPERIENCE

Head Cashier

Lowe's - Lakewood, CO - 2013 to Present

Responsible for daily management of the retail store front-end, including:

- Work flow management
- Customer service assurance
- Order management
- Store appearance
- Cross departmental relationships
- Customer issue problem solving
- Cash management and loss prevention

Management of staff workflow

Intervention Community Corrections Services - Lakewood, CO - 2011 to 2012

Lakewood, Colorado

Client Monitor 2011 - 2012

Administration and quality assurance pertaining to the monitoring and compliance of offenders, including:

- Client verification and transaction processing
- Collection and quality assurance of specimens
- Administration of client records
- Management of staff workflow

Pro Services Cashier

The Home Depot - Lakewood, CO - 2007 to 2011

Daily order management and transaction processing for the store's commercial customers, including:

- Product and services knowledge and communication to customer
- Relationship management with recurring commercial customer base
- Daily customer service assurance and workflow management
- Commercial credit sales and promotion (individual district leader)

Catering Agent

Frontier Airlines - Denver, CO - 2005 to 2007

Responsible for the logistics, packaging and distribution of food and beverage products from warehouse locations to assigned flights.

Slot Attendant

The Lodge Casino - 2000 to 2005

Responsible for the customer experience on the gaming floor, including:

Attention to individual customer needs
Cash management and credit monitoring
Equipment inspection and routine maintenance

EDUCATION

Bachelors of Science in Criminal Justice

Metropolitan State College of Denver - Denver, CO
2006 to Present

Associates of Arts in Criminal Justice

Chabot Community College - Hayward, CA
May 1996

ADDITIONAL INFORMATION

SKILL SET INVENTORY

Customer service
Time Management
Task Prioritization
Cash Management
Loss Prevention
Strong Interpersonal Skills