

Nicole Groskreutz

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Professional Experience

Audit Bill, Label Works - North Mankato, MN 2013 - Present

- Reviews incoming orders and validates all required information.
- Communicates with customer in a timely manner.
- Creates quotes for custom, catalog, and Super-Store item orders.
- Trains new employees in Audit Bill when requested.

Second Assistant Manager, HyVee Foods - Mankato, MN 2010 - 2013

- Responsible for managing front end of store.
- Answered customer questions in a timely and appropriate manner, maintaining the highest level of customer service.
- Counted registers throughout shift to ensure cash accountability.
- De-escalated customer objections and resolved accordingly.

Accounting, HyVee Foods - Mankato, MN 2011 - 2013

- Gathered income totals from previous days business and sent info to store director.
- Verified money totals for registers and loaned money accordingly.
- Gathered and sorted data from registers and entered into accounting computer system.
- Ensured money totals and data logs were equal.

Customer Service, HyVee Foods -Mankato, MN 2009 - 2013

- Answered customer questions.
- Sold Western Union, postal, and lottery tickets.
- Developed and printed photographs.
- Ensured customer happiness in all transactions.

Cashier, HyVee Foods - Mankato, MN / Austin, MN 2004 - 2013

- Ensured customer satisfaction.
- Managed stock of product, maintained inventory levels.
- Assisted customers with any and all inquires.

Education

AA Degree

Riverland Community College - Austin, MN 2008

Diploma

Austin High School - Austin, MN 2006

Skill Summary

- Microsoft Office Products
- Windows XP - 7
- Machintosh OSX 10.6 - 10.10