

Alex Lewis

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Work Experience

In-Store Shopper

Sprouts Farmers Market - Denver, CO

September 2023 to Present

- Responsible for ensuring accuracy and quality when picking and staging orders.
- Acted as an online ambassador for the store by answering questions about order delivery, the Instacart platform, and the benefits of using the platform.

Cashier

Sprouts Farmers Market - Denver, CO

June 2023 to September 2023

- Provided a positive and memorable checkout experience for customers and displayed a high level of efficiency. Responsibilities included cash handling, processing returns, diffusing difficult customer situations and escalating concerns/complaints.

Administrative Coordinator

The TJX Companies, Inc. - Cincinnati, OH

January 2021 to February 2023

- Responsible for the execution of store-related administrative tasks including talent requisition, event planning, meeting/orientation preparation, monitoring inventory and supplies and mail coordination.
- Performed all cash office duties including register reconciliation, preparing daily deposits, safe audits, and monitoring key expense accounts.
- This role was heavily focused on HR-related responsibilities such as scheduling interviews, pre-screening applicants, conducting reference checks, onboarding assistance, writing training schedules and inputting requests for time off & availability changes into Kronos, and maintaining associate personnel files.

Customer Service Specialist

Luxottica Retail Group - Mason, OH

March 2017 to December 2020

- Successfully communicated with a high volume of patients through inbound/outbound calls, chat interactions and email. Used these methods to assist with placing new orders, checking order status and making changes, verifying insurance information and replacing defective lenses/frames.
- Verified and explained Eyemed insurance eligibility to patients using software programs like Cura, POP, and Broadleaf. Assisted with backdating, filing and reversing claims as well as explaining copays and coinsurance details to patients.

Education

Psychology

Indiana State University - Terre Haute, IN

2016 to 2016

High school diploma

ECOT - Columbus, OH

2013 to 2014

Skills

- Kronos
- Live Chat
- Event Planning
- Interviewing
- Employee Orientation
- Order Picking
- Insurance Verification
- Recruiting
- Human Resources
- Microsoft Powerpoint
- Typing