

KARIN MCLAUGHLIN

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SUMMARY

Self-motivated and dependable while achieving high performance with minimal supervision. Experienced retail with excellent client and project management skills. Action-oriented with strong ability to communicate effectively with technology, executive, and business audiences.

SKILLS

- Excellent communication
- Bilingual in Spanish
- Microsoft Office
- Time management skills
- Computer proficient
- Training and development
- Quick learner
- Proficiency in Cashier, stock
- Results-oriented
- Reports generation and analysis

EXPERIENCE

06/2018 to Current

Service Technician

American Facility Services Group — Lakewood, CO

- Performed tasks such as cleaning, and porter.
- Provided information to customers regarding inspection findings and outlined repair or service options.

11/2016 to 10/2017

Cashier Customer Service

Walmart Supercenter — Colorado Springs, CO

- Worked with customer service to resolve issues.
- Handled cash, card, check, gift card and coupon transactions for customer purchases.
- Worked overtime shifts during busy periods.
- Unboxed new merchandise.
- Answered customer questions face-to-face
- Entered customer information into the system and ensured that the proper information has been entered by reading back information to the customer.

11/2012 to 01/2014

Book sales

Lakewood Goodwill — Tacoma, WA

- Signed for delivered items, unpacked boxes, posted received products into inventory and restocked items properly.
- Explained information about the quality, value and style of products to influence customer buying decisions.
- Developed and executed sales promotions.
- Maintained product, service and company policy knowledge to serve as a resource to both coworkers and customers.
- Placed special orders and called other stores to find desired items.
- Served as a customer service team lead by enforcing adherence to company policies, answering coworkers' questions and training new personnel.

EDUCATION AND TRAINING

- 1 **GED:** General Studies
South Puget Sound Community College — Olympia, WA, US
Completed coursework in English, Math and Social Studies

ACTIVITIES AND HONORS

Member, Small Business Association (2008 - present)