

Orlando Rosario Jr

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Professional Summary

High-energy professional eager to contribute skills and experience to a new and challenging role. Dedicated team member with excellent communication skills and a pleasant demeanor. Good listening skills combined with a detail-oriented and attentive nature. Responsible Cashier with experience handling money, restocking merchandise, and assisting customers with product identification. Problem-solver with experience in customer service. Employee who is self-motivated and has a flexible schedule and availability. Work areas have a history of being kept clean, neat, and professionally organized. With customers and employees alike, he is extremely service-oriented and professional. Communication, organizational, and time management skills are essential. Skilled in receiving orders, arranging products in the store, and processing transactions. Motivated and professional, with a pleasant and hardworking personality.

Skills

- Computer literate
- High volume transactions
- Cash drawer balancing
- Shelf-cleaning
- Excellent verbal communication
- Heavy lifting
- Customer service
- Cash Handling
- Sales
- Staff training
- Adaptability
- Cash counting
- Price changes
- Mathematical strengths
- Basic math skills
- Time management skills
- Multi-Task Management
- Inventory management

Education

Currently in GED classes
Framingham High School - Framingham, MA

Work History

Cashier - February, 2016 to June, 2018
Marshalls - Framingham, MA

- Educated customers about promotions to increase sales.
- Keep checkout areas clean and orderly, as well as perform other cleaning tasks such as mopping floors and emptying trash cans.
- Trained team members to work as cashiers in accordance with company policies and procedures.
- Helped customers by answering their questions and completing their requests.
- Provide excellent customer service by scanning and bagging groceries quickly and courteously, as well as answering phone calls.

Warehouse Specialist - August, 2018 to November, 2020
AutoZone Auto Parts - Framingham, MA

- Helped keep warehouse order fulfillment and restocking operations safe by securing items on pallets and shelves.
- Completed physical inventory counts each [Timeframe].
- Was in charge of receiving incoming stock and delivering it to designated locations.
- Was in charge of loading and unloading cargo from and into shipping containers and vessels.
- Ensured that products were delivered on time in order to provide exceptional customer service.

Warehouse Picker - October, 2021 to January, 2022
FedEx Office Print & Ship Center - Framingham, MA

- Ensured that products were delivered on time in order to provide exceptional customer service.
- Was quick to unload deliveries from trucks.
- Carefully packed products in appropriate-sized boxes to avoid shifting and damage during transportation.
- Kept the warehouse clean and organized to maximize team efficiency and productivity.
- Placed packed boxes on conveyor belts to be transported to shipping stations.
- Reduced fulfillment errors by quickly picking items to the appropriate bins with RF scanners.

Overnight Receiver - May, 2015 to November, 2016
Christmas Tree Shops - Natick, MA

- Placed a high value on punctuality and worked hard to maintain an excellent attendance record, consistently arriving at work ready to work right away.
- Checked inbound and outbound shipments for accuracy and to avoid mistakes.
- Replenished out-of-stock and low-stock items by transporting merchandise to the sales floor.
- Had an excellent attendance record and was always on time for work.

Cashier Manager - March, 2020 to July, 2021
Advance Auto Parts - Natick, MA

- Was in charge of training, coaching, and sharing innovative sales tactics with [Number] sales team

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Cashier Manager - March, 2020 to July, 2021

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- Was in charge of training, coaching, and sharing innovative sales tactics with [Number] sales team members.
- Reviewed sales reports in order to identify and improve sales performance, assist with inventory management, and capitalize on new trends.
- Was in charge of overseeing employee performance, resolving issues, and increasing efficiency in order to meet productivity goals.
- Trained and coached employees on how to deal with various aspects of sales, complicated issues, and difficult customers.
- Kept track of everything.
- Communicated with customers on a daily basis to learn about their needs, provide assistance, and gather feedback in order to improve operations.
- Trained
- Looked over sales reports to see where I could improve sales performance, inventory management, and [Action].
- Developed positive customer relationships in order to increase repeat business.
- Mentored employees and instructed them on how to handle difficult sales, issues, and customers.
- Fostered a positive work environment by consistently treating all employees and customers with respect and consideration.
- Taught my team members how to use effective strategies to meet operational and sales goals.
- Cleaned and organized the store, which included the checkout counter and display cases.

Front Desk Manager - August, 2022 to Present

EZ Storage - Framingham, MA

- In charge of cash and credit card transactions at the front desk.
- Improved customer satisfaction by providing personalized service.
- Kept track of accounts and ran daily reports to double-check totals.
- Was in charge of answering a multi-line phone system, responding to inquiries, and transferring calls to the appropriate departments and personnel.
- Was able to provide services quickly and with a high level of accuracy.
- Provided knowledgeable and friendly service to resolve issues in a timely and professional manner.
- Anticipated the needs of my customer's and responded to all requests in a timely manner.
- Was in charge of collecting deposits, fees, and payments, as well as processing all financial data and providing customers with receipts and change.
- Effectively handled guest complaints and ensured that issues were resolved as soon as possible.