

TERESA LICHTER

Packing Team Supervisor Sugarwish

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 Denver, CO 80204

CAREER OBJECTIVE

Reliable, trustworthy and service-focused individual who possesses an excellent work ethic and is dedicated to providing the highest level of customer service. Motivated professional experienced in leading teams to success. Possesses exceptional communication and problem-solving skills, as well as a strong ability to build relationships and motivate team members. Proven track record of developing successful teams and achieving organizational objectives.

EXPERIENCE

PACKING TEAM SUPERVISOR , Denver, Colorado

Sugarwish , February 2021–Present

- Delegated tasks to team members according to project requirements and employee strengths.
- Communicated work goals and deadlines to employees to increase productivity and meet project benchmarks.
- Suggested changes to standard operational and working practices, providing leadership needed to develop and implement continuous improvements.
- Mentored and coached team members to ensure successful performance.
- Took appropriate measures to correct service quality deficits.
- Recommended changes in working conditions and equipment to increase business unit and team efficiency.
- Analyzed performance data to identify areas of improvement.
- Reported malfunctioning and damaged equipment to supervisors and scheduled routine maintenance.

FULFILLMENT TEAM MEMBER, Arvada, Co

Lowe's, August 2020–February 2021

- Print order tickets daily
- Pull orders, communicate with customers status and availability of products
- Answer multi-line phones and bring completed orders to customers curbside, upon arrival
- Assist customers in store locate products
- While operating the register inform customers of new payment programs and promotions.
- Demonstrated ability to manage multiple tasks while remaining adaptable and flexible.
- Used computer to enter data and check on product status.
- Processed customer returns and restocked items into the warehouse.
- Moved product from staging or storage areas into outbound trucks and trailers.
- Reported damaged products or safety hazards observed to immediate supervisor.

ASSISTANT STORE MANAGER/FREIGHT MANAGER, Denver, Co

Family Dollar, September 2017–August 2020

- Open and close store, including counting safe, cash drawers, bank deposits and change orders

- Monday morning freight truck unloading, rotation of products, markdowns
- Wednesday McClanes cooler/freezer delivery
- Checking in vendors Frito ,Pepsi, coke, little Debbie
- Schematic resets
- Customer service, cashiering
- Non-medical personal care provider (PCP)

PERSONAL CARE ASSISTANT, Wheat Ridge, Co

Professional home healthcare , October 2015–January 2017

- Personal care provider for disabled clients
- Accompanying client to appointments
- Light housekeeping, cooking, and running errands for those who have difficulty performing these tasks alone
- Assisting with personal hygiene, organization of home for safety and ease of movement in home
- Maintaining trust with client.
- Prepared meals according to client dietary requirements.
- Coordinated medical appointments, errands, and social events.
- Reported health changes and provided proper documentation to appropriate staff.
- Protected health information according to HIPAA policies and procedures.
- Offered safety guidance protection to increase mobility for clients with impaired judgment.
- Helped clients with daily tasks, such as laundry, housekeeping, and shopping.
- Engaged clients through conversation and companionship, promoting independence and meeting social requirements.
- Worked in cooperation with family and outside providers to meet physical and emotional needs of patient.
- Transported client to doctor's office and essential errands.
- Assisted residents in activities of daily living to maintain health and dignity.

DAY MANAGER, Arvada, CO

bella A boutique, August 2012–October 2015

- Opened and closed the store, which included counting cash drawers and making bank deposits
- Maintained visually appealing and effective displays for the store
- Oversaw daily operations and cleanliness
- Consulted with customers on the latest styles and trends
- Researched prices
- Maintain store inventory and build product information into the system
- Built supplier invoices
- Managed the store's e-commerce site, shoptiques.com, as well as the boutique's web store
- Receive inventory and handle shipping and receiving
- Ability to multi-task and think on feet.
- Performed accounting duties, such as recording daily cash flow, preparing bank deposits, and generating financial statements.
- Maintained client database with detailed information on services and preferences.
- Sold products, services, and memberships.

SALES ASSOCIATE, Denver, CO

- Pulled and prepared phone orders for delivery as well as initiate special orders
- Located product and ordered specialty products for stock and for customers
- Check in inventory and stock the floor
- Answered customers' questions and addressed problems and complaints in person and via phone
- Educated customers on product and service offerings
- Managed register and handled transactions.
- Operated cash register and POS to handle purchases, refunds, and exchanges for customers.
- Met merchandising standards by keeping store stocked and products faced.
- Encouraged customers to make additional purchases and suggested relevant items.
- Operated cash register and POS to process sales transactions and handle payments.
- Assisted customers with product selection to ensure customer satisfaction.
- Greeted and escorted customers to product racks and shelves to assist with finding merchandise.
- Greeted customers warmly and offered assistance.
- Tagged new merchandise for sale and updated signs.
- Kept signage and merchandise displays organized and up-to-date, promoting visual presentation standards.
- Placed special orders, submitted online orders, or contacted other stores to find desired items.
- Performed cleaning tasks, keeping store neat and organized.
- Introduced promotions and sale opportunities, enticing customers.
- Engaged with guests to understand and anticipate customer service needs.
- Enticed customers with sales and promotions to boost sales.
- Followed checklist to complete retail store opening and closing activities.
- Drove sales through customer relationship building and suggestive selling techniques.
- Helped customers find and select products.
- Cultivated relationships with new and existing customers to drive sales.
- Opened and closed cash registers, balanced cash drawers, and made deposits.

CAGE CASHIER, US, CO

Colorado Central Station Casino, Black Hawk, February 2003–October 2006

- Cash drawer worth \$150,000
- Cash checks and credit card advances for guests
- Assist floor attendants with payouts on Jackpots
- Operate jet sort for coin payouts.
- Converted currency for gaming patrons using gaming checks and coupons.
- Recorded casino exchange transactions using cash registers.
- Arranged monies received in cash boxes and coin dispensers according to denomination.
- Counted funds and reconciled daily transactions to balance books.
- Calculated daily transactions using computers, calculators or adding machines.
- Recorded casino exchange transactions, using cash registers.
- Converted gaming checks, coupons, tokens, and coins to currency for gaming patrons.
- Supplied currency, coins, chips, or gaming checks to other departments as needed.
- Provided assistance in training and orientation of new cashiers.

- Followed gaming regulations.
- Performed removal and rotation of cash, coin, and chip inventories as necessary.

EDUCATION

HIGH SCHOOL DIPLOMA, CO

Golden High School, May 1988

SKILLS

Customer Service And Sales Database Management

Cash Handling Accuracy Store Design And Merchandising

Personnel Training Proficient In MS Office And Light-Speed

Social Media And Marketing Customer Loyalty And Retention Programs

Operate Multi-Line Phone System

Skills Customer Service, Sales, Inventory Management, Shipping & Receiving, Research, Database Management.

Overseeing Daily Activities

Creative Solutions

REFERENCES

References available upon request

VOLUNTEER EXPERIENCE

VOLUNTEER, Denver, Colorado

Habitat for Humanity , September 2011–September 2012