

# Lauryn McCloud

## Customer Service Professional

### Education

Old Dominion University  
Bachelor of Science, Business  
(matriculated)  
Sept 2020 - present

### Skills

I'm good at communicating, assisting customers with their shopping and service needs, maintaining the organization of a store, teamwork, problem-solving, creativity, and leadership when it comes to product knowledge. Active listening, people skills, dependability, and meeting sales goals are my keys to success.

### Experience

#### **DSW / Cashier / Sale associate**

##### Responsibilities:

- Promote customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance. Respond to customers' questions and assist customers with their pick-up orders to their vehicle
- Process point of service (POS) transactions, as a cashier, including checks, cash, and credit purchases or refunds
- Ensure the customer is satisfied with their purchase and help them in finding what they need. Direct customers by escorting them to racks and counters
- Package and send out the online orders, as well as assist customers with online orders
- Inventory, markdowns, and clearance reviewed weekly sales circulars and monitored price changes
- Alert management of potential security issues.

#### **HomeGoods / Cashier/ sale associate**

##### Responsibilities:

- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance. Responded to customers' questions.
- Assisted customers with bringing their purchases to their vehicle
- Processed point of service (POS) transactions, as a cashier, including checks, cash, and credit purchases or refunds
- Performed inventory checks, reviewed markdowns, counted volume of products within the store, reviewed weekly sales items and price changes
- Stocked shelves, making sure the shelves stayed clean and full

- Greeted and received customers in a welcoming manner.
- Alerted management of potential security issues

### **Glory Days / Hostess**

#### Responsibilities

- Seated guests and managed the seating chart.
- Monitored restaurant activity to determine seating and dining flow.
- Responded to guest inquiries and requests promptly, friendly, and efficiently.

Performed opening and closing duties, as needed.