

# Jerome Student

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## OBJECTIVE

Seeking a position as a Bank Teller utilizing my strong customer service background

## SUMMARY

- Excellent reputation with customers as a competent, knowledgeable and helpful person
- Responsible, detail oriented, with a high degree of accuracy in all work. Familiar with MS Word, Outlook, Access and Excel.
- Three years experience in fast paced customer service environments handling cash and resolving problems.

## EDUCATION

Palm Beach State College, Palm Beach Gardens, FL 8/2009 – Present  
*Associate in Arts Degree, GPA 3.0*  
Member of Student Government

## RELEVANT SKILLS / EXPERIENCE

### Customer Service and Sales

- Consistently exceeded daily sales quota by 15 – 20% as a retail Sales Associate.
- Increased the number of repeat customers by providing prompt, courteous, and personalized service to customers.
- Increased customer request for assistance in selecting merchandise due to polished and professional appearance.

### Cash Handling

- Maintained an accurate, consistently balanced cash drawer.
- Processed payment by cash, check, credit cards, vouchers, or automatic debits quickly and efficiently.
- Provided receipts, refunds, credits, or change due to customers.

### Clerical

- Assisted retail manager in preparing weekly sales reports using MS Excel.
- Completed computer coursework to gain skills in using spreadsheets, creating documents and use of databases.

## EMPLOYMENT HISTORY

J. Crew, Palm Beach Gardens, FL	Sales Associate	10/2009 – Present
TJ Maxx, Palm Beach Gardens, FL	Store Associate	8/2008 – 9/2009