

# Eugenia Formosa

## Cashier

### Profile

Motivated cashier with 2 years of experience, skilled in customer service and efficient transaction processing. Eager to learn and adapt, consistently ensuring accurate handling of cash and fostering a positive shopping experience. Passionate about enhancing team performance and customer satisfaction.

### Employment History

#### Cashier at Walmart, NH

Apr 2025 - Present

- Enhanced customer satisfaction by resolving 95% of complaints on first contact, fostering a positive shopping experience and increasing repeat business.
- Trained and mentored 12 new hires on register operations and company policies, leading to a 30% reduction in onboarding time while maintaining accuracy in transactions.
- Implemented an innovative inventory tracking system that reduced stock discrepancies by 18%, ensuring product availability and optimizing shelf replenishment processes.

#### Cashier Assistant at Target, NH

Mar 2023 - Mar 2025

- Spearheaded the implementation of a new inventory tracking system, reducing stock discrepancies by 17% and improving checkout efficiency.
- Collaborated with team members to enhance customer service strategies, leading to a 12% increase in positive feedback scores over six months.
- Trained and mentored five new hires, fostering their development in transaction accuracy and customer interaction skills.
- Innovated a streamlined process for handling returns and exchanges, decreasing wait times by an average of 3 minutes per transaction.

### Certificates

#### Certified Retail Sales Professional (CRSP)

Mar 2024

#### National Retail Federation's Customer Service and Sales Certification

Dec 2022

### Memberships

#### National Retail Federation

#### American Cash Register Association

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📍 Manchester, NH

### Education

#### Associate of Applied Science in Retail Management at Nashua Community College

May 2019 - May 2023

Retail operations, merchandising strategies, customer service management, inventory control, marketing principles, business communication, and financial accounting.

### Links

[linkedin.com/in/eugeniaformosa](https://www.linkedin.com/in/eugeniaformosa)

### Skills

POS Systems

Cash Handling

Customer Service

Inventory Management

Basic Math

### Languages

English

Indonesian

### Hobbies

Painting

Gardening