

SUMMER LINVILLE

PROFESSIONAL SUMMARY

Detail-oriented professional with a track record of enhancing customer satisfaction. Experienced in conflict resolution and team collaboration, driving efficiency in fast-paced environments.

Dedicated cashier and night auditor with expertise in cash handling and inventory management. Proven ability to streamline processes and resolve customer inquiries promptly, contributing to improved service delivery and operational success.

Experienced with cash handling, customer service, and transaction processing in fast-paced retail settings. Utilizes strong communication skills and attention to detail to ensure customer satisfaction and operational efficiency. Track record of maintaining accuracy and resolving conflicts smoothly.

WORK HISTORY

Cashier, 03/2025 to Current

Walmart - Columbia, TN

- Processed customer transactions efficiently using point-of-sale systems.
- Assisted customers with product inquiries and provided exceptional service.
- Maintained cleanliness and organization of checkout areas to enhance shopping experience.
- Handled cash, credit, and debit transactions accurately while ensuring compliance with store policies.
- Collaborated with team members to optimize workflow during peak hours.
- Addressed customer complaints promptly, resolving issues to ensure satisfaction.
- Participated in inventory management by restocking shelves and tracking product availability.
- Trained new cashiers on register operations and customer service best practices.

Spark Driver, 09/2024 to 03/2025

Spark - Lewisburg, TN

- Operated delivery vehicle efficiently, ensuring timely and accurate order fulfillment.
- Navigated routes using GPS technology to optimize delivery times and minimize delays.
- Maintained vehicle cleanliness and functionality, adhering to safety regulations and company standards.

CONTACT

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SKILLS

- Customer service
 - Customer assistance
 - Work ethic and integrity
 - Patience and empathy
 - Time management skills
 - Cash handling
 - Team collaboration
 - Money handling
 - Customer relations
 - Professionalism and courtesy
 - Written and verbal communication
 - Payment processing
 - Conflict resolution
 - Product knowledge
 - Issue resolution
 - POS systems
 - Attention to detail
 - Inventory management
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- Communicated effectively with customers to resolve inquiries and provide delivery updates.
- Monitored inventory levels, reporting discrepancies to ensure stock availability for deliveries.
- Delivered packages to customer doorsteps and business offices.
- Communicated with dispatch and customers for accurate delivery information.
- Greeted recipients, delivered packages, and parcels and acquired proper signatures for all deliveries.

Night Auditor, 09/2022 to 09/2024

Hampton Inn & Suites By Hilton - Franklin, TN

- Managed front desk operations, ensuring seamless guest check-ins and check-outs.
- Conducted nightly audits of financial transactions, verifying accuracy and compliance with hotel policies.
- Generated daily revenue reports, summarizing key metrics for management review.
- Resolved guest inquiries and complaints, enhancing customer satisfaction through effective communication.
- Trained new staff on hotel systems and operational procedures for consistent service delivery.
- Monitored security protocols during night shifts, ensuring safety for guests and property.
- Implemented process improvements to streamline audit procedures, reducing discrepancies in financial reporting.
- Completed night audit for guest ledgers to close bank and cash registers, reconciling issues quickly, and marking discrepancies.
- Controlled cash and credit card payment transactions at front desk to successfully reduce errors.
- Kept accounts in balance and ran daily reports to verify totals.

Warehouse Worker, 09/2021 to 09/2022

Christian Brands - Lewisburg, TN

- Maintained accurate inventory records using warehouse management systems.
- Collaborated with team members to improve order fulfillment processes.
- Inspected incoming shipments for quality control and damage assessment.
- Implemented organizational strategies to enhance storage capacity and accessibility.
- Streamlined picking processes, reducing order processing time significantly.
- Loaded, unloaded, and moved material to and from storage and production areas.
- Consistently lifted materials weighing as much as 50 pounds.

Stay at Home Parent, 05/2017 to 09/2021

Homemaker Self - Lewisburg, TN

- Coordinated daily schedules to optimize family routines and activities.
- Developed meal plans that catered to diverse dietary needs and preferences.
- Implemented effective household budgeting strategies to manage expenses efficiently.
- Facilitated educational development through structured learning activities and resources.
- Maintained a clean, safe environment by establishing organized household maintenance routines.
- Mentored children in life skills, fostering independence and responsibility at home.

Assembly Line Production Worker, 05/2013 to 05/2017

Calsonic Kansei - Lewisburg, TN

- Operated assembly line machinery to ensure efficient production flow.
- Conducted quality inspections to maintain product standards and specifications.
- Collaborated with team members to troubleshoot equipment issues and minimize downtime.
- Trained new employees on safety protocols and operational procedures.
- Monitored inventory levels and communicated supply needs to management promptly.
- Assisted in maintaining a clean and organized work environment to uphold safety regulations.
- Contributed to overall team success by meeting daily production targets consistently.

Cashier, 05/2012 to 05/2013

Loves Travel Stop - Columbia, TN

- Greeted customers entering store and responded promptly to customer needs.
- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Welcomed customers and helped determine their needs.
- Maintained a balanced cash drawer, ensuring accurate accounting at the end of each shift.
- Built relationships with customers to encourage repeat business.
- Restocked and organized merchandise in front lanes.
- Counted money in cash drawers at beginning and end of shifts to maintain accuracy.

Manager, 10/2009 to 05/2012

McDonald's - Columbia, TN

- Oversaw daily operations to ensure efficient service delivery and customer satisfaction.
- Trained and mentored staff to enhance team performance and operational effectiveness.

- Implemented process improvements to streamline workflows and reduce service times.
 - Managed inventory control, optimizing stock levels to minimize waste and costs.
 - Analyzed customer feedback to identify areas for improvement in service quality.
 - Led initiatives to enhance employee engagement and retention through recognition programs.
 - Managed and motivated employees to be productive and engaged in work.
 - Accomplished multiple tasks within established timeframes.
 - Maintained professional, organized, and safe environment for employees and patrons.
 - Resolved staff member conflicts, actively listening to concerns and finding appropriate middle ground.
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EDUCATION

High School Diploma

Central High School - Columbia

Associate of Applied Science, Business, 12/2022

Columbia State Community College - Columbia, TN

EMPLOYEE RECOGNITION

I have had multiple customers give great feedback to my managers. I got recognized by my managers within a month of me starting my job of how I connect with the customers.
