



# MICHAEL SEBASTIAN

## CASHIER CUSTOMER SERVICE

### CONTACT

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New York, NY 

github.com/Mike-seb 

### EDUCATION

Diploma

Kennedy High School

2013 - 2017

New York, NY

### SKILLS

Adaptable

Detail-oriented

Problem-solving

Empathetic

Interpersonal Skills

Customer Service

Critical Thinking

### CAREER OBJECTIVE

Throughout my career, no matter the industry, I've focused on helping customers achieve their goals. Looking for an opportunity to **continue this goal as a cashier and customer service professional at Nordstrom Rack.**

### WORK EXPERIENCE

#### Cashier Customer Service

Macy's

2019 - current / New York, NY

- Doubled customer purchase rate targets by 17% and average order size targets by 6%
- Achieved a 2% return rate, 42% below target estimates, by learning product inventory and customer needs
- Awarded employee of the month in August 2019 for exceptional sales performance
- Sold 600+ customers the Macy's credit card and loyalty program
- Exceeded the mailing program sign-up rates by 13% in 2019

#### Customer Service Rep

Geico

2018 - 2019 / Washington, DC

- Directed 40+ daily customers to the proper department based on insurance claims or new policy questions
- Exceeded targeted call volume goals by 17% by building relationships with customers and guiding them to solutions
- Maintained a positive, can-do attitude with customers to help guide them through a stressful period in their lives
- Persuaded eligible customers to assess the benefits of umbrella coverage, ensuring 100% of their assets were protected

#### Store Attendant

Hess

2017 - 2018 / Seattle, WA

- Managed cash and credit transactions for fuel and convenience store purchases associated with the Hess gas station
- Initiated the aiding of elderly customers with pumping their gas to ensure a great customer experience
- Calculated revenue totals 5 days per week, reporting any minor discrepancies between cash in the till and receipt totals