

# Penn Alexander

## Host Cashier

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### WORK EXPERIENCE

#### Zoës Kitchen

Hostess Cashier

Houston, TX | 2010 - current

- Developed a table rotation roster to seat guests effectively during rush hour, increasing guest flow by 16%
- Delegated tasks to waitstaff to assist with food delivery, increasing productivity by 34% and efficiency by 11%
- Collected and recorded cash, check, gift card, and credit card payments with 99% accuracy
- Cross-sold promotional items based on customer preferences, increasing the number of products per transaction by 59%
- Scheduled, canceled, and coordinated 25+ daily reservations via phone calls and website messages

#### Sam's Club

Cashier

Houston, TX | 2008 - 2010

- Processed cash, check, card, and EBT transactions within 4 minutes at checkout, increasing efficiency by 12%
- Offered to assist in product location at checkout, increasing customer satisfaction by 29%
- Upsold store membership and credit card to 55+ daily customers, increasing revenue by 16% and customer engagement by 9%
- Cleaned register area and floor space by dusting, sweeping, and returning unwanted merchandise to shelves 5-6 times per shift
- Totaled cash drawer and reconciled it with 99% accuracy

#### Farmers & Merchants Bank

Bank Teller

Houston, TX | 2006 - 2008

- Recorded 20+ daily transactions and answered inquiries, directing customers to appropriate personnel
- Promoted bank programs and products to customers, boosting revenue by 3% and business by 12%
- Responded to voicemails and online messages within 24 hours
- Counted, packaged, distributed, and exchanged native and foreign currency with 87% accuracy
- Established professional rapport and answered client concerns within 8 minutes of customer entry
- Directed customers with account questions, investment concerns, and loan applications to relevant online tools

### SKILLS

- Conflict Resolution
- Customer Service
- Cash Handling
- Collaboration
- Multi-tasking
- POS System Operation
- Time Management
- Leadership

### EDUCATION

#### High school diploma

Carnegie Vanguard  
High School

2002 - 2006  
Houston, TX