

# Sylvia Critzon

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## professional summary

Retail sales/customer service professional focused on exceeding expectations, increasing profits and building customer loyalty.

## skills

- Customer Service
- Excellent communication, decision making, persuasion and problem solving skills
- Excellent product knowledge
- Judgement and understanding of company policy
- Motivated and Dedicated
- Team Player
- Time Management
- Upselling Techniques

## work history

### Cashier

Jan. 2019 - present

Gate Petroleum

- Cultivate a customer-focused shopping environment by greeting and responding to all customers in a friendly manner.
- Alert customers to upcoming sales events and promotions.
- Determine customer needs by asking relevant questions and listening actively to the responses.
- Operate a cash register for cash, check, credit card and lottery transactions.
- Receive, price and stock inventory.
- Inspect numbers on pumps to prevent identity theft.
- Responsible for maintaining clean parking areas.
- Train new employees.
- Identify potential shoplifters and alert management.

### Cashier

Jan. 2008 - 2019

Winn Dixie

- Cultivate a customer-focused shopping environment by greeting and responding to all customers in a friendly manner.
- Alert customers to upcoming sales events and promotions.
- Determine customer needs by asking relevant questions and listening actively to the responses.
- Operate a cash register for cash, check, credit card and lottery transactions.
- Maintain established merchandising standards, including sales floor and promotional displays.
- Order, receive, price and stock inventory.
- Train new employees.
- Identify potential shoplifters and alert management.

## education

### High School Diploma

Orange Park High School

Kingsley Avenue, Orange Park, FL