JULIAN MERCER

CASHIER

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PROFESSIONAL SUMMARY

Cashier with 4 years across grocery, home improvement, and big-box retail. Processes 40+ transactions an hour with accurate tills, resolves returns and price questions politely, and helps lines move at peak hours.

PROFESSIONAL EXPERIENCE

Head Cashier Feb 2024 - Present
Safeway, Denver, CO

- Schedule breaks and lane openings for 10 cashiers, cutting peak-hour waits to under three minutes.
- Review the weekly sales and customer report with the front-end manager and adjust lane staffing to the busy hours.
- Balance tills and the front-end safe daily with variance under $5 on most days across the past year.
- Train new cashiers on age-restricted sales, coupons, and EBT, and all passed the register sign-off in their first two weeks.
- Promote the store loyalty program at checkout, signing up about 120 new members a month.

Cashier Jul 2022 - Jan 2024
Home Depot, Aurora, CO

- Processed about 45 transactions an hour on the contractor lane with a 99% scan accuracy rate on audits.
- Assisted customers with special orders, price checks, and returns on large items, with fewer than 1% of orders needing manager help.
- Handled returns, special orders, and credit applications, with applications completed at about 6% of transactions.

Sales Associate and Cashier Jun 2021 - Jun 2022
Walmart, Lakewood, CO

- Rang up customers at the register and self-checkout host station, assisting shoppers with scanning problems quickly.
- Greeted customers within 10 seconds of arrival at the register and kept service-score comments positive.
- Spotted and reported two counterfeit bills and one fraudulent card attempt, following store loss prevention steps.
- Stocked and faced shelves during slow periods to keep the department sales-ready.

Cashier Jun 2019 - May 2021
Target, Denver, CO

- Processed about 35 transactions an hour and offered store credit card sign-ups, enrolling about 4 customers a week.
- Reconciled drawers at end of shift with variances under $3 and helped the lead cashier close the lanes.
- Learned the return policy and handled all return types for guests without manager override.

CORE SKILLS

POS operation | Cash handling | Till reconciliation | Returns and exchanges | Loyalty sign-ups | Customer service | Age-restricted sales | Counterfeit detection | Self-checkout support | Coupons and promotions | Cashier training | Speed and accuracy

EDUCATION

High School Diploma, Community College of Denver, Denver, CO

CERTIFICATIONS

Colorado Responsible Vendor Training (Age-Restricted Sales) | Food Handler Card