

# Lakima Peterson

## Retails

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Finely-tuned analytical skills with a dedication to expanding subject knowledge and workplace competencies through continuing research willingly assume extra responsibility to ensure optimal and timely project execution. Authorized to work in the US for any employer Friendly and enthusiastic who consistently meets customer service satisfaction goals. Willing to relocate to: Bronx, NY - Manhattan, NY

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## Work Experience

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### Sales Associate

Splash - New York, NY

October 2022 to Present

- Assisted customers with locating items
- Answered customer questions
- Restocked shelves
- Kept store clean
- Serves customers by helping them select products.
- Drives sales through engagement of customers, suggestive selling, and sharing product knowledge.
- Greets and receives customers in a welcoming manner.
- Responds to customers' questions.
- Directs customers by escorting them to racks and counters.
- Provides outstanding customer service.
- Processes payments by totaling purchases, cash, and store or other credit and debit cards..
- Assists with inventory, including receiving and stocking merchandise.

### Cashier/Sales Associate

Dollar General - Bloomington, NY

September 2019 to January 2020

greeting customers, organizing store shelves, ringing up purchases, and answering questions about products, services, and policy.

Operating cash registers, managing financial transactions, and balancing drawers. Achieving established goals

- Assist customers in picking out the right product, or reaching for products that may be too high or too low to reach.
- Provide information regarding product features and benefits, and how they can be used optimally.
- Indulge in suggestive selling techniques to ensure that the store's sales targets are met or exceeded.
- Lead customers through the payment process, ensuring that all their purchases are rung into the system.

- Ascertain that baggers are present at the cash counter to handle packing and delivery duties.
- Provide customers with information on return and exchange policies, and timelines within when these are possible.
- Handle stocking activities to ensure that shelves are kept full at all times and that any near expiry products are handled according to company policy.

## **Retail Sales**

SUNY Ulster Community College (Follett Corporation) - Stone Ridge, NY

August 2019 to January 2020

- Maintained/organized pricing and orders; stocked shelves, assisted setup of displays and signs
- Processed cash/sales transactions accurately and according to established procedures
- Performed various ongoing tasks including receiving, processing and stocking products, setting up floor displays, and maintaining inventory.
- Proven the ability to keep composed under pressure by maintaining a positive attitude in fast pace work environment.
- Handled customer questions and provided information on procedures or policies
- Maintained knowledge of store merchandise to provide helpful advice to customers
- Managed transactions of bookstore merchandise and ensured register was balanced
- Oversaw new merchandise shipping and receiving
- Ensured shelves were stocked and maintained a clean work environment
- swept, mopped and cleaned sales floor after closing
- Built relationships with guests and customers

## **SALES ASSOCIATE / CUSTOMER SERVICE**

BLACK KAT

November 2015 to January 2016

manhattan

- greet all customers and present beverage menu -discuss beverage items make suggestions and answer any inquiry -collect and process payments from the customers including cash credit cards and debit cards - maintain clean and hygiene work area.
- Analyzed and properly processed product returns, assisting customers with other selections as needed.
- Organized products on racks and displays with focus on visual appeal and brand standards.
- Reported incidents to management.
- Handled reservations
- Booked appointments for clients
- Operated the cash register

## **Receptionist/Secretary**

Senior Citizens Center - Harlem, NY

March 2015 to October 2015

- Answering phones Filing Signing packages Checking ID's.
- Monitored premises security, screened visitors, updated logs and issued passes.
- Sorted, received and distributed mail correspondence between departments and personnel, including parcel packaging, preparation and efficient shipping.
- Greeted visitors in-person and via telephone calls.
- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.

### **Clerical Assistant**

Nyc Environmental Services - Queens, NY

March 2013 to November 2014

Managed daily office operations, including client account, supply, inventory and records management.

- Performed clerical tasks, including answering incoming phone calls, sorting mail and sending correspondence.
- Managed office supplies, vendors, organization and upkeep.
- Coordinated board and committee meetings, including schedules, information preparation and distribution.
- Scheduled office meetings and client appointments for a team of professional

## Education

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### **High school diploma**

Some High School

## Skills

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- CUSTOMER SERVICE (Less than 1 year)
- ORGANIZATION SKILLS (2 years)
- CLERICAL SUPPORT (5 years)
- Customer Care
- Cash Handling (6 years)
- Cashiering (3 years)
- Customer Service (5 years)
- Microsoft Office (2 years)
- Microsoft Word (2 years)
- Mail sorting (2 years)
- Filing
- Office Experience (4 years)
- Restaurant experience
- Retail Sales
- Heavy lifting

## Assessments

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### **Customer Focus & Orientation — Highly Proficient**

March 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.