

# GINNY CHOW

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Fanling | 6123 2010 | ginny.chow@gmail.com

## SUMMARY

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Well-presented, trustworthy expert in serving as a cashier with 2+ years of experience. Efficient, accurate, timely and professional in responding to customer expectations when processing payments, with excellent conversational skills.

## EXPERIENCE

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### **Cashier, JY Concepts Limited**

Jun 2012 - Present

- Provided quality cashiering counter service to 150+ customers daily, ensuring procedures and workflows were in adherence to all guidelines and policies
- Maintained and recorded daily payment transactions of \$200K on average and ensured the accuracy and precision of reconciliation reports
- Greeted and offered frontline help to walk-in customers with solid product knowledge and memorable sales and customer service
- Managed the distribution of vouchers, gift cards or membership cards to relevant customers according to their accumulation of gift points
- Coordinated with other staff from 15 regional branches for the exchange of information on stock numbers of particular products
- Increased sales revenue by 15% in 2013 by promoting various customer loyalty programs such as reward points system and membership cards

## EDUCATION

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### **HKU School of Professional and Continuing Education, 2010-2012**

Associate of Business Administration - Applied Economics

## SKILLS

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Microsoft Office (Word, PowerPoint, Excel & Access)

## LANGUAGES

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Cantonese (Native)    English (Proficient)    Mandarin (Intermediate)

## AVAILABILITY

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One month's notice