

Banele Török

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Profile

Resourceful and personable professional with over 7 years of experience in fast-moving retail, hospitality, and warehouse environments. Consistently recognized for strong customer-service orientation, reliable attendance, and the ability to adapt quickly to changing tasks. Seeking a new challenge where organizational skills and a service-driven mindset can add value.

Skills

Customer Service & Front-Desk Reception, Point-of-Sale (POS) Systems, Cash Handling & Reconciliation, Inventory Stock-taking & Restocking, Basic Excel & Data Entry, Scheduling & Shift Coverage Coordination, Conflict Resolution & Complaint Management, Team Collaboration & Cross-Training, Time Management & Prioritisation, Basic IT Troubleshooting, Forklift Operation (Certified), Event Set-up & Logistics, Food Safety (ServSafe Level 1), Adaptability in High-Pressure Environments

Languages

English | – Present

Native speaker

Afrikaans | – Present

Conversational

Awards

Employee of the Month | 2021-02-01

TrendWave Apparel

Employee of the Month, TrendWave Apparel – February 2021 (recognized for outstanding customer feedback and sales performance).

Certifications

Forklift Operator Certification – OSHA-Compliant | 2020-01-01

ServSafe Food Handler (optional) | 2018-01-01

Interests

Urban gardening, independent music production, volunteer work with local food banks (seasonal food-drive assistance). | – Present

Experience

TrendWave Apparel

Retail Sales Associate | 01 Jun 2019 – Present

- Greeted an average of 150 + customers daily, providing product recommendations and handling transactions via POS.
- Managed inventory audits, assisted with seasonal floor set-ups, and processed returns and exchanges.
- Trained two new hires on store procedures and cash handling policies (informal supervisory role).
- Handled cash drawer reconciliation with 99.9 % accuracy; processed daily deposits.

Harborview Café

Front Desk Receptionist | 01 Jan 2017 – 01 May 2019

- Answered phone calls, took reservations, and coordinated seating for up to 80 guests per shift.
- Processed customer orders, managed payment processing, and ensured compliance with health code standards.
- Assisted in organizing community events and promotional gatherings, liaising with vendors and suppliers.

GreenLine Logistics

Warehouse Associate | 01 Mar 2015 – 01 Dec 2016

- Operated a forklift to load and unload shipments, maintaining safety protocols.
- Conducted inventory counts, updated stock records in the ERP system, and prepared orders for dispatch.
- Supported a small team during peak seasons, occasionally covering for the shift lead.

Brewed Awakening

Barista / Shift Lead | 01 Jun 2013 – 01 Feb 2015

- Prepared specialty coffee drinks, maintained equipment, and ensured high standards of cleanliness.
- Managed opening and closing procedures, including cash out and cash in reconciliation.
- Served as acting shift lead during manager absences, overseeing a team of 3–4 baristas.

Education & Training

Associate of Arts, Business Administration

Middlesex Community College

01 Sep 2011 – 01 May 2013

High School Diploma

Boston Latin School

– 01 Jun 2011

Projects

Back to School promotional event for Harborview Café | – Present

Successfully coordinated a “Back to School” promotional event for Harborview Café, increasing foot traffic by 15 % and generating an additional \$4,200 in sales over a two week period.

References

References: Available upon request.