

Noah Domínguez

Customer Service Representative

Los Angeles · CA · US

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Summary

Customer-focused retail professional with 12 years of experience delivering high-volume front-line service in grocery, big-box, and specialty-store environments. Recognized for strong interpersonal communication, accurate cash handling, and the ability to promote ancillary products to diverse client bases. Comfortable working flexible shifts, navigating multiple point-of-sale and inventory systems, and maintaining a clean, organized workspace. Seeking to leverage transferable skills and bilingual fluency (English/Spanish) as a Customer Service Representative with PLS Financial Services.

Experience

Whole Foods Market

Retail Associate – Health & Wellness Department | 01 Mar 2019 – Present

Serve an average of 120 customers per shift, operating dual POS stations and handling cash, credit, and mobile payments.

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- Manage the pharmacy■adjacent health■products aisle (vitamins, OTC meds, first■aid kits); advise customers on product selection, achieving a 9 % increase in supplemental sales YoY.
- Balance cash drawer at shift end with less than 0.2 % variance; recognized for “Zero Discrepancy” for six consecutive months (2021■2023).
- Train new hires on POS procedures and loss■prevention policies (approximately 10 employees per year).
- Participate in weekly inventory counts; identify and report shrinkage trends, contributing to a 3 % reduction in stock loss.

Target

Customer Service Representative | 01 Jul 2015 – 01 Feb 2019

Handled front■desk inquiries, returns, and exchanges for a high■traffic store averaging 2,500 transactions daily.

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- Consistently met or exceeded sales targets for promotional items, delivering a 12 % uplift in add■on purchases during holiday periods.
- Resolved customer complaints with a 95 % satisfaction rate, documented via post■interaction surveys.
- Assisted in maintaining a tidy sales floor, adhering to visual■merchandising standards and safety protocols.

Family Dollar

Cashier / Inventory Assistant | 01 Jan 2012 – 01 Jun 2015

Processed cash and electronic transactions, maintaining an average daily cash float of \$1,200.

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- Conducted weekly inventory reconciliation; reduced mismatched SKUs by 7 % through diligent stock■taking.
- Provided friendly, efficient checkout service, earning “Employee of the Month” twice for exemplary customer feedback.

Best Buy

Seasonal Sales Associate (Summer) | 01 May 2011 – 01 Aug 2011

Assisted customers with product selection for consumer electronics, achieving a 5 % upsell rate on accessories.

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- Operated store■wide POS system and executed end■of■day cash deposits; zero cash■handling errors recorded.

Education & Training

Bachelor of Arts, Business Administration

California State University, Los Angeles (CSULA)

– 01 May 2011

Skills

Customer Service & Relationship Building, Cash Management, Sales & Product Promotion, Multitasking & Attention to Detail, Technology Proficiency, Bilingual Communication, Team Collaboration, Compliance Awareness, Time Management, Physical Stamina

Languages

English | – Present

Native proficiency

Spanish | – Present

Full professional proficiency

Certifications

Customer Service Excellence Certification – American Society for Training & Development (in progress, expected completion Dec 2025) | – Present

American Society for Training & Development

Financial Services Compliance Fundamentals – Online course via Coursera (planned for Spring 2025) | – Present

Coursera

Awards

Sales Growth – Health Products | – Present

Boosted ancillary health product sales by 9 % YoY at Whole Foods through targeted product recommendations and visual merchandising.

Zero Discrepancy Recognition | – Present

Achieved six consecutive months with zero cash drawer variance (2021–2023) – praised by store management for meticulous cash handling.

Customer Satisfaction Excellence | – Present

Maintained a 95 % satisfaction rating on post-interaction surveys while at Target, exceeding company benchmark of 90 %.

Inventory Accuracy Improvement | – Present

Contributed to a 3 % reduction in shrinkage at Whole Foods by identifying high-risk SKUs during weekly audits.

Interests

Hiking and trail conservation, culinary experimentation (particularly Mexican & Mediterranean cuisines), local basketball league participation | – Present

References

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Available upon request.