

# Krystina Durfee

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## A LITTLE ABOUT ME

I am a friendly, hardworking, and dependable individual who would like an opportunity to build my experience as I learn new skills. I am a team player, detail oriented, easy learner, and all around cooperative employee.

## EXPERIENCE

**Dollar Tree.** Mansfield, OH  
*Cashier* | 07/2021 - 10/2022

- Collected payments and provided accurate change.
- Helped customers find specific products, answered questions and offered product advice.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Worked closely with front-end staff to assist customers.
- Accepted cash and credit card payments, issued receipts and provided change.
- Trained new team members in cash register operation, stock procedures and customer services.
- Learned roles of other departments to provide coverage and keep store operational.
- Used suggestive selling techniques to promote add-on sales.
- Answered customer questions and provided store information.
- Scanned merchandise using point-of-sale system for accurate purchase totals.
- Operated cash register or POS system to receive payment by cash, check and credit card.
- Processed refunds for worn, damaged and broken

## SKILLS

- Customer Service
- Cash Handling
- POS Systems
- Customer Transactions
- Problem Solving
- Product Scanning
- Honest and Ethical
- Detail-Oriented
- Honest and Dependable
- Reliable and Responsible
- Employee Training
- Sweeping and Mopping
- Cooperative Attitude
- ID Verification

## EDUCATION

**Hedges**  
Mansfield, OH  
05/2016  
GED

merchandise.

- Directed trash removal and sanitation procedures to keep aisles and register area organized.
- Tracked company inventories, moved excess stock and arranged products to improve sales.

**Walmart.** Ashland, OH

*Overnight Stocker | 02/2021 - 07/2022*

- Removed product from boxes and placed on shelves according to merchandising guidelines.
- Picked up boxes and related trash from sales floor.
- Stocked pallets throughout shift to keep warehouse clean, maintained and organized.
- Removed expired and overripe items to provide freshest options and eliminate health risks.
- Assessed floor displays to restock merchandise.
- Gathered assigned merchandise and transported to store floor locations using hand trucks.
- Used proper case cutting techniques to cut and sort stock loads.
- Followed instructions to properly arrange merchandise items.
- Identified and quickly handled spill clean-up.
- Pulled items from stock using lift equipment and added to shelves or bins.
- Constructed and stocked new displays, designed and assembled end caps and removed and discarded outdated displays.

**Snow Trails.** Mansfield, OH

*Ski Lift Operator | 08/2020 - 01/2021*

- Shoveled and raked snow and removed ice to maintain clear lift access.
- Educated guests on snow conditions, run closures and weather forecasts.
- Assisted area guests on loading and unloading from lift.
- Answered guest questions about how to load and unload safely.
- Monitored load and unload ramps and organized lift stations.

- Performed prompt post-operation shutdown procedures.
- Greeted guests and addressed pertinent issues.
- Maintained knowledge of rules, procedures and policies regarding operating and riding lifts.
- Served guests with enthusiastic, helpful demeanor to promote positive, memorable experiences.
- Received comments and complaints and worked to deliver solutions to achieve member and guest satisfaction.
- Welcomed, greeted and interacted with members and guests and verified proper equipment operation.
- Built relationships with members and guests and created welcoming and warm environment that promoted future visits.
- Closed down rides with faulty equipment and notified supervisor.
- Cleaned vehicles, booths and seats on rides to achieve sanitary compliance with park regulations.
- Trained new employees on ride operations, pointing out safety mechanisms and features.
- Assisted patrons with unloading and loading to remain compliant with safety regulations.
- Provided physical assistance to visitors getting onto and off of rides.

**Real Agent Works.** Mansfield, OH

*Web Designer* | 05/2019 - 12/2019

- Designed websites, portals and large-scale web applications for multiple clients.
- Addressed user interface issues reported by site visitors, creating remedial measures to smooth interaction and correct weaknesses.
- Met with customers to determine and define goals surrounding graphics, design approaches and architecture.
- Checked copywriting, image design, banners and other features for blending within site content and reviewed graphics for cohesive aesthetics.
- Developed site content and graphic by coordinating with copywriters and graphic artists.
- Developed easy-to-use interfaces that complied with project and client specifications.
- Created clear icons, messaging, buttons and other UI

elements for smartphones, tablets and web applications.

- Developed creative graphics by collaborating with graphic artists and copywriters.
- Added enhancements and new features to older websites, implementing user-friendly designs.
- Oversaw facets of website projects throughout entire lifecycle.
- Revised user flows and designs based on design reviews, usability testing, customer support feedback and other sources of input.

**School Specialty.** Mansfield, OH

*Boxer* | 05/2014 - 08/2014

- Accomplished production goals by working with speed and accuracy.
- Reviewed and followed pick sheets to prepare, pack and scan orders.
- Compared shipment contents with paperwork to support inventory accuracy and records management.
- Organized inventory and coordinated movement between receiving, storage and shipping to facilitate operations.
- Prepared accurate shipping orders and bills of lading to direct and route materials.
- Restocked packaging items and tracked boxes, tape and fill materials from inventory.
- Followed safety and quality protocols, and lean processes to minimize accidents.

**Duke & Duchess.** Mansfield Center, CT

*Cashier* | 02/2014 - 04/2014

- Collected payments and provided accurate change.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Helped customers find specific products, answered questions and offered product advice.
- Processed sales transactions to prevent long customer wait times.
- Accepted cash and credit card payments, issued receipts and provided change.
- Learned roles of other departments to provide coverage

and keep store operational.

- Verified customer age requirement for alcohol or tobacco purchases.
- Preserved appearance of store by arranging and replenishing displays and merchandise racks.
- Answered customer questions and provided store information.
- Scanned merchandise using point-of-sale system for accurate purchase totals.
- Operated cash register or POS system to receive payment by cash, check and credit card.
- Delivered high level of customer service to patrons using active listening and engagement skills.
- Processed refunds for worn, damaged and broken merchandise.
- Directed trash removal and sanitation procedures to keep aisles and register area organized.

### **Spencer's Gifts.** Mansfield, OH

*Stocker | 02/2012 - 03/2012*

- Lifted materials of varied weights on regular basis.
- Moved and rebuilt shelves, racks and displays to increase visibility of merchandise.
- Faced products on shelves and displays to meet company policies.
- Stocked shelves with new merchandise and checked for outdated or damaged items.
- Arranged product on shelves following merchandising guidelines.
- Stocked merchandise by UPC codes and read labels to match.
- Broke down and discarded empty packaging and boxes after stocking products.
- Arranged and organized merchandise and supplies and identified shrink and damages to maintain work environment.
- Reviewed stocking plans and put merchandise in correct locations.
- Monitored work areas for cleanliness and functionality and removed obstacles for safety.
- Properly disposed of merchandise cartons and pallets to

keep sales floor neat and orderly.

- Removed packaging, confirmed price data and affixed advertising stickers to prepare products for display.
- Examined packages and goods for damage and notified vendors of replacement needs.