

D'NEL CHERRY

BREAD PACKER

CONTACT



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Durham, North Carolina 27703

SKILLS

- Box Building
- Travel Marketing
- Processing Orders
- Warehouse Procedures
- Workplace Safety
- Moving Boxes
- Packing Procedures
- Food Quality Standards
- Barcode Scanners
- Teamwork Skills
- Performance Goals
- Customer Order Fulfillment
- Cleaning Methods
- Kitchen Equipment
- Package Products
- Tagging and Labeling
- Labeling
- Active Listening
- Customer Relations
- Retail Sales Customer Service
- Customer Service
- Closing Sales

CAREER OBJECTIVE

I'm D'Nel Cherry, and i feel like I'd be a good fit for BJ's because have wonderful experiences in retail. Worked in it for nearly 10 years. I'm pretty sweet and nice, get along with all my co workers, always on time and if not, i call to notify. Plus, I'd like move up and do more or better.

EXPERIENCE

May 2023 - Present

Bread Packer

Sam's Club, Raleigh , North Carolina

- Resolved customer complaints quickly and professionally when necessary.
- Developed strong working relationships with fellow staff members.
- Monitored stock levels throughout the shift and reported any discrepancies.
- Utilized proper sanitation techniques when cleaning production lines and equipment.
- Ensured that production was within company standards for speed, quality, and quantity.
- Inspected finished products for defects before packing them into boxes or containers.

August 2015 - Present

Cashier

Lowes Foods, Raleigh , North Carolina

Starting there as a cashier but currently in bakery.

- Operated cash register and accurately processed payments, returns, and exchanges.
- Provided efficient and courteous service to customers.
- Processed customer orders and ensured the accuracy of their purchases.
- Followed safety standards for handling hazardous materials such as chemicals or cleaning products.
- Assisted with training and mentoring new team members.
- Stocked shelves with merchandise when needed.
- Accurately processed customer payments using cash, credit cards, and checks.
- Developed strong customer relationships to support satisfaction and loyalty.
- Built and maintained positive working relationships with co-workers.
- Provided excellent customer service by greeting customers and offering assistance.
- Maintained cleanliness of the checkout area by cleaning counters, shelves and windows.
- Handled customer complaints and inquiries in a courteous and efficient manner.

- Filing
- Microsoft Word

- Assisted customers with locating items throughout the store when needed.

February 2021 - April 2022

Customer Service Representative

NC Quick Pass, Morrisville, North Carolina

Took phone calls and payments over the phone, adjust accounts.

- Delivered personalized customer service relating to questions and promptly resolved basic problems on customer accounts.
- Maintained knowledge of company products to provide helpful suggestions and recommendations to customers.
- Responded to telephone inquiries and complaints following standard operating procedures.
- Demonstrated excellent communication skills, both verbal and written, in order to effectively interact with customers.
- Monitored daily performance metrics such as call volume, wait times, resolution times.
- Provided account information to customers and explained bill service policies and customer rights.
- Followed up with customers regarding product functionality and overall satisfaction.
- Processed orders and detailed transaction information to customers.
- Processed orders, returns, and exchanges in an accurate and efficient manner.
- Identified opportunities for upselling additional products or services based on customer needs.
- Managed social media accounts to respond quickly to online inquiries from customers.

EDUCATION

June 2013

High School Diploma

Heritage High School , Raleigh , North Carolina