

Emily Novak

Retail Assistant (Casual)

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SUMMARY

Customer service assistant with two years of casual retail and hospitality work alongside study, including three months as acting shift lead. Reliable on a busy floor, trusted with cash handling and opening the store. Looking for a full-time retail or customer service role.

EXPERIENCE

Retail Assistant (Casual) — Kingsway Grocers

06.2024 – Present

- Serve 200+ customers a shift on checkout and the floor, handling cash and card reconciliation at close.
- Acted as shift lead for three months during a staffing gap, opening the store and allocating tasks for four staff.
- Trained five new casuals on the till system and store procedures.

Café All-Rounder (Casual) — Corner Lane Coffee

02.2023 – 05.2024

- Worked the counter and coffee machine during peak service, keeping wait times under five minutes.
- Handled stock rotation and opening prep four mornings a week.

EDUCATION

Certificate III in Retail Services (completed) — TAFE NSW

02.2023 – 11.2024

Higher School Certificate — Blackwood Secondary College

02.2017 – 11.2022

SKILLS

Customer service, Cash handling & reconciliation, POS systems, Stock rotation & merchandising, Opening & closing procedures, Training new staff, Working under pressure, Team communication

LANGUAGES

English (Native)

CERTIFICATIONS

Responsible Service of Alcohol (RSA) — NSW, Liquor & Gaming NSW (03.2024)

First Aid (HLTAID011), St John Ambulance Australia (02.2025)