

GLENDA MURILLO

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Friendly and dependable professional with strong customer service experience and a background in cash handling. Skilled at creating positive first impressions, assisting diverse customers, and maintaining accuracy in fast-paced environments. Experienced in team support and workplace safety, with a proven ability to keep operations running smoothly.

SKILLS:

- Bilingual: English & Spanish
- Cash & Payment Handling Accuracy
- Conflict Resolution
- Customer Service Excellence
- Dependability & Time Management
- POS Systems & Registers

WORK EXPERIENCE:

Shift Lead (Overnight Operations)

July 2024 - Present

Walgreens, San Antonio, TX

- Ensured smooth operations during overnight shifts at a 24/7 retail store, demonstrating reliability and independence.
- Delivered excellent customer service and assistance to late-night and early-morning shoppers.
- Accurately handled cash, card, and digital transactions while managing the register.
- Maintained store safety, stocked shelves, and organized displays to keep the store ready for daytime business.
- Supported and guided team members during shifts, resolving customer concerns and keeping operations on track.

Shift Lead / Multi-Role Associate

July 2021 - December 2023

Landry's Tower of the Americas, San Antonio, TX

- Adapted quickly to multiple roles, including cashier, ticket booth, retail, café, and theater operations.
- Processed high-volume transactions accurately while providing friendly, attentive service to guests.
- Assisted visitors with directions, event information, and building navigation to enhance the guest experience.
- Supported parking and elevator operations, maintaining safety standards and efficiency.
- Trained new employees on procedures and customer service expectations, helping strengthen team performance.

EDUCATION:

High School Diploma

Graduated: June 2023

Oliver Wendell Holmes High School

San Antonio, TX

CERTIFICATIONS:

Food Handler Certificate - State of Texas - Expires Nov 2025