

Daniel Baer

4262 Jefferson St #8104 | Kansas City, MO 64111

(240) 220-4141 | danielbaer218@gmail.com

PROFESSIONAL SUMMARY

Detail-oriented customer service professional with 5+ years of retail and technical experience handling high-volume transactions, resolving discrepancies, and maintaining strict accuracy standards. Experienced in payment processing, cash reconciliation, customer issue investigation, and cross-functional support. Recognized for strong analytical skills, accountability, and system adaptability in fast-paced environments.

EXPERIENCE

ALDI, Kansas City, MO – *Lead Store Associate* (Nov 2024 – Present)

- Supervise daily operations while ensuring compliance with company cash-handling and transaction accuracy standards
- Investigate and resolve pricing, return, and payment discrepancies with professionalism and attention to detail
- Process high-volume cash, debit, and credit transactions; perform register audits and balance drawers
- Train associates on customer service procedures, operational workflows, and transaction protocols
- Assist with inventory tracking and stock reconciliation to prevent reporting inconsistencies

Nike/Under Armour, Clarksburg, MD – *Retail Associate* (2020–2024)

- Delivered customer support in high-traffic environments, resolving billing and return-related concerns
- Processed refunds, exchanges, and payment adjustments in accordance with company policies
- Maintained accurate transaction documentation and supported inventory control processes

AWARDS

Eagle Scout | 2019

- Developed leadership, project management, and communication skills through long-term commitment and advancement.
- Led peers in community service projects and demonstrated adaptability and responsibility.