



Mohamed  
**Mishari**  
*Cashier Supervisor*

## CONTACT

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📍 Sharjah, United Arab Emirates

## DRIVING LICENSE

Holder of Valid Dubai Light Motor  
Driving License

## PERSONAL DATA

**Date of Birth :**  
02/05/1997

**Place of Birth :**  
Colombo, Srilanka

**Gender :**  
Male

**Nationality :**  
Srilanka

**Visa Status :**  
Freelance Visa

## ABOUT ME

High-performing Cashier Supervisor focused on helping front-line staff handle high work volumes with skill and positivity. Excellent trainer and team leader with proven expertise in keeping associates motivated and productive. Demonstrated good money handling and recordkeeping abilities.

## WORK EXPERIENCE

### CASHIER SUPERVISOR

2021 - 2022

**KHALIFA & MISHARI GENERAL TRADING LLC**

- Processed POS transactions, including checks, cash and credit purchases or refunds.
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Counted cash in register drawer at beginning and end of shift.
- Shifted personnel resources based on current customer levels to consistently balance demand against operational requirements.
- Met coverage demands by setting effective work schedules and breaks, and effectively delegating assignments.
- Observed associate flow and identified areas for mentoring and retraining, as well as highlighted associates exceeding expectations.
- Replenished checkout lines with printer paper and change throughout shifts to prevent any customer service delays.
- Used point-of-sale productivity metrics to monitor associate efficiency and encourage improvements.
- Resolved customer issues for front-line and departments throughout store by employing strong operations knowledge and problem-solving abilities.
- Modeled outstanding customer service and held cashier team accountable for consistently delivering expert support.
- Backed up cashiers and customer service employees on questions such as rules on refunds and defective items.
- Trained and coached cashier team members on checkout procedures and strategies to maximize customer satisfaction.
- Answered questions about store policies and concerns to support positive customer experiences.
- Assisted customers by answering questions and fulfilling requests.
- Replenished sales floor merchandise and organized shelves, racks and bins for optimal appearance.
- Checked bills with counterfeit pens and examined coins to spot and refuse foreign currency.
- Educated customers on promotions to enhance sales.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Checked prices for customers and processed items sold by scanning barcodes.

## LANGUAGE

English	(Fluent)
Hindi	(Fluent)
Tamil	(Native)
Malayalam	(Proficient)
Sinhala	(Proficient)

## SKILLS

- Expert knowledge of the selling process and effective sales techniques.
- Social Media (Facebook, Twitter, LinkedIn, etc.)
- Microsoft Office Suite
- Tally ERP
- Excellent communication and Relationship building skills
- Pro-active, organized and excellent team player.
- Motivated in a target-driven environment.
- Optimistic and a positive can-do attitude.

## EVENT SUPERVISOR - PART TIME

2019 - 2021

DUBAI WORLD TRADE CENTRE

- Developed and implemented a system for tracking employee attendance and absences, resulting in improved accountability.
- Collaborated with cross-functional teams to identify and resolve conflicts, resulting in improved team dynamics.
- Evaluated employee performance and provided regular feedback to ensure goals and objectives were met.
- Developed and implemented a new onboarding process that reduced employee onboarding time.
- Established a team-based reward system that increased employee engagement.
- Monitored employee performance and provided regular feedback.
- Facilitated regular team meetings that increased team communication and collaboration.
- Implemented a new scheduling system that reduced labor costs.
- Developed a training program that improved employee competency levels.
- Resolved customer complaints in a timely and professional manner, increasing customer satisfaction.

## EDUCATION

### Bachelor of Business Administration

*Jaipur University, India*

2021 - 2024

### Diploma in Business Studies

*Zabeel Institute, Dubai, UAE*

2019

### Diploma in E-Commerce

*Golden College, Srilanka*

2018

### Higher Secondary Education (+1, +2)

*Central Board of Secondary Education*

2016 - 2017

### Secondary School Leaving Certificate (SSLC)

*Central Board of Secondary Education*

2015 - 2016

### Diploma in Graphic Design

*British College, Srilanka*

2015