



Cashier cum Customer Service Professional with 11+ Years of Experience

FIROZ KHAN S

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▼ Experience

CASHIER at Mass Electricals and Plumbing, Palakkad, Kerala

MAY 2018 – JUL 2023

- Operated cash register for cash, check, and credit card transactions with accuracy
- Worked with floor team and managers to meet wide range of customer needs.
- Helped clients to identify item in line with their necessities and requirements
- Supported clients to join reward programs and complete its formalities.
- Work on floor displays to increase brand influence.
- Maintain stock inventory and ensure promotions and offers are accurate.
- Handle customer complaints, issues and inquiries.
- Make sure that health and safety measures and cleanliness are adhered

CASHIER at MEED EXPRESS, Riyadh, Saudi Arabia

JAN 2015 – MAR 2018

- Collect cash and check payments from customers
- Ensuring transactions are completed in an efficient manner accuracy
- Maintains a cash float and follows balancing and reconciling procedures; prepares daily 'End of Day' report at the close of each business day
- Ensure the compliance standards are followed as municipality requirements
- Ensure the health and safety guidelines and cleanliness.

Sales Executive at ING VYSYA BANK

APR 2010 – OCT 2014

- Increased revenue by implementing effective sales strategies in sales cycle process from prospecting leads through close.
- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Analyzed past sales data and team performance to develop realistic sales goals.
- Researched sales opportunities and possible leads to exceed sales goals and increase profits.

▼ Academics

- **Bachelor of Computer Application** from **AJK COLLEGE OF ARTS AND SCIENCE**, affiliated to **Bharatiyar University, India**

▼ Personal Details

- Nationality : Indian
- Marital Status : Married
- Visa Status : Visit Visa valid until 17th August 2023

▼ Reference

Available upon request

▼ Career Objective

Become an **Exchange Cashier** and deliver exceptional customer service and sales for the growth and development of organization with my humble and friendly behavioral skills.

▼ Summary

Energetic Cashier cum Customer Service Professional thrives for rapport and willing to go for extra miles to achieve customer satisfaction and future prospecting

▼ Behavioral Skills

Time Management	100%
Active listening skills	100%
Relationship management	100%
Critical thinking	100%
Customer Service Problem Solving	100%
Strong interpersonal skills	90%
Confidence Building	90%
Negotiation	80%
Prospecting	95%

▼ Language Proficiency

English	80%
Malayalam	100%
Tamil	100%
Hindi	75%
Arabic	50%

▼ Computer Skills

- Microsoft Windows OS
- MS Office Applications
- ERP Invoice Net, Internet