

# ASLAM

## CUSTOMER SERVICE EXECUTIVE | CASHIER

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### EXPERIENCE

#### CASHIER / ACCOUNTANT

##### Victory Trade Link

📅 02/2020 - 05/2023 📍 Kerala

##### Food and Beverage

- Efficiently process customer transactions, including cash, credit, and debit payments, ensuring accuracy and adherence to company policies and procedures.
- Maintain and balance cash drawers, ensuring proper cash handling and accurate reconciliation at the end of each shift.
- Prepare daily financial reports, including cash flow statements and sales reports, to provide accurate and timely information to management.
- Provide exceptional customer service, addressing customer inquiries, resolving complaints, and ensuring a positive shopping experience.
- Stay updated on product knowledge, promotions, and company policies to effectively assist customers and drive sales.
- Maintain a clean and organized cashier station, ensuring a professional and welcoming environment for customers.
- Adhere to all security and safety protocols, including proper handling of cash, maintaining confidentiality, and complying with company policies and regulations.

#### SENIOR CASHIER

##### MCM Utara Trading

📅 08/2017 - 08/2019 📍 Malaysia

##### Hypermarket

- Supervise and train a team of cashiers, ensuring efficient and accurate cash handling procedures.
- Oversee cash register operations, including opening and closing procedures, cash balancing, and maintaining accurate transaction records.
- Monitor and maintain adequate cash levels in registers, coordinating with management to ensure sufficient change and currency.
- Resolve customer complaints and issues in a professional and timely manner, escalating to management when necessary.
- Conduct regular cash audits to identify discrepancies and implement corrective actions to improve cash handling procedures.
- Train and mentor new cashiers on cash handling procedures, customer service protocols, and company policies.
- Implement and enforce security and safety protocols, including proper handling of cash, maintaining confidentiality, and complying with company policies and regulations.

### EDUCATION

#### Bachelor of Commerce B.Com

##### Dr. C.V. Raman University

📍 Kerala

#### Diploma in Accounting

##### G-TEC Computer Education

📍 Kerala

### LANGUAGES

ENGLISH Proficient ●●●●● HINDI Proficient ●●●●●

MALAYALAM Native ●●●●●

### SUMMARY

Results-oriented Customer Service Executive cum Cashier with proven expertise in cash handling and delivering exceptional customer experiences. Strong communication and problem-solving skills. Seeking a challenging role to contribute to the success of an organization.

### SKILLS

#### Customer Service

#### Customer Transaction

#### Document Control

#### Call Control

#### Money Handling

#### Filing

#### Administrative Support

#### Report Creation

#### MS Excel

#### Tally ERP9

#### Product Promotion

#### Phone Inquiries

#### IAB

### ACHIEVEMENTS



#### Time Management

Successfully handled a high volume of customers, inquiries and maintaining a response under short time period.

### STRENGTHS



#### Empathy and Patience

I have a natural ability to empathize with customers' concerns and remain patient, even in challenging situations.



#### Pace

I have the ability to work efficiently in a fast-paced environment, managing multiple tasks and prioritizing responsibilities.