

# Noor Ul Islam



## Personal Details

Gender: Male  
Date of Birth: 18 Jan 1994  
Nationality: Pakistani  
Religion: Muslim  
Marital Status: Single  
Visa Status: Cancelled Visa  
Email:  
[sh.noorulislam@gmail.com](mailto:sh.noorulislam@gmail.com)  
Mobile: 0528907643  
Address: Airport Road, Abu Dhabi.

## Education

Bachelors in Commerce  
(B.Com) Accounting & Finance  
Punjab University Lahore,  
Pakistan.  
July 2013 - June 2015

Intermediate in Commerce  
(I.Com) Accounting & Finance  
Punjab College Sahiwal,  
Pakistan.  
July 2010 - June 2012

Matric with science (Biology)  
Govt. High School Sahiwal,  
Pakistan.  
July 2009 - June 2011

## Certifications

6 month certification:  
**Computer Applications**  
Govt. College of Technology  
Sahiwal, Pakistan.  
Jan 2016 - June 2016

3 month certification:  
**Computerized Accounting**  
Cantilevers institute of  
advance technology Sahiwal

## Languages

English : Proficient  
Urdu : Native  
Punjabi : Native  
Hindi : Proficient

## Professional Summery

Professional and friendly with remarkable customer service and sales abilities. Bringing product knowledge to exceed revenue goals. Strong multitasking, problem-solving and communication skills, as well as strengths in promoting products and finalizing sales. Successful at upselling target items and giving customer positive experiences to drive loyalty and repeat business.

## Work History

August 2020 - June 2023

**Al Maha Arjan by Rotana** - General Cashier Abu Dhabi, UAE.

- ❖ Addressed and resolved customer complaints to maintain customer loyalty and satisfaction.
- ❖ Completed opening and closing procedures each day.
- ❖ Checked notes carefully to spot counterfeit currency.
- ❖ Tracked transactions on balance sheets and reported any discrepancies.
- ❖ Set up new promotions and monitored price changes.
- ❖ Prepared and submitted end-of-shift reports using Micros.
- ❖ Educate outlet cashiers on promotions, offers and special events to enhance product sales.
- ❖ Assist with outlet cashiers close-down by counting drawer change and processing vouchers.
- ❖ Helped meet business needs by working extra shifts.
- ❖ Trained and mentored new cashiers and clerks in correct processes.

March 2018 - July 2020

**Park Rotana & Park Arjan by Rotana** Outlet Cashier Abu Dhabi, UAE.

- ❖ Greeted customers entering store and responded promptly to customer needs.
- ❖ Used POS systems to request and record customer orders and compute transactions.
- ❖ Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.
- ❖ Educated customers on promotions, offers and special events to enhance product sales.
- ❖ Recommended products and services to customers based on requirements.
- ❖ Checked and confirmed personal identification during alcohol and tobacco sales.
- ❖ Addressed and resolved customer complaints to maintain customer loyalty and satisfaction.
- ❖ Used POS system to total values and complete cheque, card, or mobile payments.
- ❖ Counted change correctly and issued customer receipts.
- ❖ Assessed notes and vouchers to determine validity and decrease fraudulent activities.