
NADEEM SULTAN HAMEED SULTAN

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PROFESSIONAL SUMMARY

Motivated banking professional possessing a strong commitment to quality customer service coupled with superb communication skills. Builds customer loyalty by effectively resolving problems and quickly processing transactions. Experienced Teller bringing extensive financial and customer service knowledge from fast-paced bank settings. Offers professional attitude paired with stellar mathematical skills. Consistently recognized for "service with a smile" mentality.

SKILLS

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| • Cash handling expertise | • Accounting Softwares |
| • Language Knows Speak in
Arabic,English,Hindi,Urdu,Tamil | • Customer Service Excellence |
| • Rapid 10-key data entry | • Payments Posting |
| • Savvy relationship-builder | • Microsoft Office |
| • Goal-oriented | • Refund Handling |
| • Self-sufficient | • POS Systems Operations |
| • Strong banking concept | • Training and Development |
| • Cheerful | • Customer Relations |
| • People-oriented | • Currency Counting |
| • Excellent time management skills | • Transaction Balance Sheets |
| • Positive | • Payment Collection |
| • Cash Drawer Management | • Customer Transactions |
| • Cash Management | • Customer Assistance |
| • Cash Register Systems | • Total Payment Calculation |
| • Money Handling | • Return and Exchange Processing |
| • Credit and Cash Transactions | • Reports |
| • Refunds and Exchanges | |

WORK HISTORY

Teller, 08/2022 - Current

RAK TRANSPORT AUTHORITY – Dubai,UAE

- Executed customer transactions regarding cash, money orders and money exchange.
- Proficient in exchanging 30 different currencies.
- Maintained balancing record with 100% rate of accuracy.
- Proficient in using computers and other office equipment.
- Exceeded monthly sales goal.
- Recorded amounts received and prepared reports of transactions.
- Processed exchange and foreign currency.
- Maintained friendly and professional customer interactions.

- Trained new employees regarding money exchange procedures and cash drawer handling.
- Performed all duties as assigned by supervisor

Head Cashier, 03/2017 - 07/2021

DANUBE HYPER MARKET – Riyadh,KSA

- Trained, mentored, and developed new cashiers with positive and encouraging techniques to maximize performance and team contributions.
- Performed store opening, closing, and shift-change actions and kept accurate shift-change logs.
- Educated employees on register use, merchandising, and customer service.
- Mentored new team members on POS system operation, customer service strategies, and sales goals.
- Processed both cash and card purchases and returns.
- Resolved escalated customer disputes with special actions such as discounts.
- Assisted customers by answering questions and fulfilling requests.
- Worked extra shifts during busy periods and covered for call-in employees to maintain service levels.
- Helped customers complete purchases, locate items, and join reward programs.
- Evaluated presentation of checkout lanes and kept team members on top of cleaning tasks when necessary.
- Set and updated employee schedules to fulfill gaps based on expected customer demands.
- Reconciled daily totals to maintain balanced and compliant ledgers.
- Maintained and updated security protocols for front desk operations.
- Helped management develop employee improvement plans and motivate team members to continually improve.
- Alleviated customer service needs with policy-appropriate solutions.
- Facilitated and logged store opening, closing, and shift changes.
- Managed staffing levels to provide optimal support for cash register operations.
- Led cashiers and associates in providing thoughtful customer service.
- Taught employees fundamentals of register use, merchandise scanning and customer service.
- Mentored new team members on sales software system operation.

EDUCATION

Banking And Financial Support Services, 10/2016

University of Madras - Chennai,Tamilnadu,India