



NIYAS KABEER A.K

Head Cashier/Customer Service Officer

Objective

A bright, talented, and hardworking individual with a friendly personality and the ability to work effectively as part of a team. I possess excellent communication and hospitality skills, along with a proven ability to exceed customer expectations. I am currently seeking a suitable position with an ambitious and rewarding company that provides excellent opportunities for professional development and career progression.

Key Skills

Cash Handling	Point of Sale (POS) Systems	Organizational Skills		
Customer Relationship Management	Product Knowledge	Negotiation		
Effective Communication	Time Management	Problem Solving	Teamwork	
Adaptability	Leadership	Critical Thinking	Decision Making	Flexibility

Academic Qualifications

• PG Diploma in Cooperate Accounting and Management	2016
IPA Kerala	
• Bachelor in Commerce	2017
Baron College Affiliated with MS University	
• HSE in Commerce	2014
Focus I.E.H.S School, Thottappu	
• SSLC	2012
Focus I.E.H.S School, Thottappu	

Professional Experience

• Head Cashier/Customer Service Officer	2019 - 2023
Transind Holding Company. Doha, Qatar	

Duties and Responsibilities

- Oversee and manage all cash transactions.
- Ensure accurate counting and reconciliation of cash at the beginning and end of each shift.
- Lead and supervise cashier staff.
- Delegate tasks and responsibilities effectively.
- Provide training for new hires and ongoing development for existing staff.
- Greet customers in a friendly and professional manner.
- Address customer inquiries, concerns, and complaints.
- Ensure a positive and efficient customer experience.
- Operate and manage the POS system.
- Troubleshoot any technical issues related to the POS system.
- Ensure accurate and timely processing of transactions.
- Maintain accurate records of all transactions.
- Communicate changes in policies to cashier staff.
- Monitor and manage inventory levels of cash and other payment forms.
- Efficiently manage time during peak business hours.
- Train cashiers to provide accurate information to customers.

Personal Details

Nationality	Indian
DOB	17/01/1996
Profile	Male, Married
Address	Dubai, UAE

Contact

Email	niyaskabeer2@gmail.com
Mobile	+971 526296421

Passport Details

Passport No.	: RO541726
Date of expiry	: 21/05/2027

Software Proficiency

- Computer operations
- Ms Office (Word, Excel, PowerPoint)
- Tally ERP 9.0
- Peachtree,
- Quick books

Languages Known

- English
- Hindi
- Arabic
- Malayalam

- **Assistant Accountant** **2018 - 2019**
Friends International Company (FIC), Muscat,
- **Assistant Accountant** **2017 - 2018 (6 months)**
M/S Stepping Stone Accounting Consultancy(SSAC), Thrissur, Kerala, India

Duties and Responsibilities

- Record financial transactions accurately in accounting software or ledgers.
- Input and update financial data, including invoices, expenses, and receipts.
- Reconcile bank statements and financial records.
- Identify and resolve discrepancies in a timely manner.
- Process and verify invoices from vendors.
- Prepare and process payments to suppliers.
- Maintain accurate records of accounts payable transactions.
- Generate and send invoices to clients or customers.
- Monitor and follow up on outstanding receivables.
- Record and reconcile incoming payments.
- Review and process employee expense reports.
- Ensure compliance with company policies and guidelines.
- Assist in the preparation of financial statements.
- Monitor actual performance against budgeted figures.
- Analyze financial data and trends.
- Assist in processing payroll transactions.
- Use and navigate financial software and tools effectively.
- Monitor and manage cash flow.

Certificates Achieved

- Knowledge in SAP- Business One Consultant Certificate Holder (2016)
- Knowledge in SAP- End User Training Certificate Holder (2016)
- Knowledge in MS Office- Microsoft Excel Global Certificate Holder (2016)
- Knowledge in Import and Export Procedures Training Certificate Holder (2015)

Declaration

I hereby certify and affirm that the above information is true and correct to the best of my understanding and belief

NIYAS KABEER A.K