



MUHAMMED SAFWAN

Customer Service Executive / Cashier

Naif, Deira 

+971 589937875 

sappusanish@gmail.com 

Experienced Customer Service Executive with over 150 daily interactions, skilled in cash handling, reconciliation, day end closing procedures. and proven track record of cultivating loyal customer bases and improving feedback. Seeking a challenging role at Exchanges Dubai to leverage expertise in driving business growth.

Experience

Accountant

02/2024 – 04/2024

Sheik Saeed Thani Juma Al Maktoum, *Dubai.*

- Managed the timely deposit of rental checks, ensuring accurate and efficient financial transactions.
- Communicated with vendors to ensure timely payment of bills and maintain positive relationships.
- Income and expenses were accurately organized using an ERP system for convenient financial data management.
- Implemented a meticulous filing system for supporting documents and invoices, enhancing organization and facilitating easy information retrieval.

Customer Service Executive

11/2022 – 01/2024

Tuxedo, *Kerala.*

- Provided personalized recommendations for attire based on preferences and event requirements.
- Professionally managed customer inquiries and issues to ensure high customer satisfaction.
- Efficient sales processes were facilitated by directing customers to appropriate salespeople based on preferences.
- Handled an average of over 150+ customer interactions daily with high accuracy and attention to detail.
- Collaborated with team members to maintain an organized store environment, contributing to a positive customer shopping experience.

Cashier

7/2021 – 10/2022

Moulavi Book Depot, *Kerala.*

- Managed customer inquiries, feedback, and complaints, resulting in a 20% improvement.
- Optimized stock levels and reduced waste by using the FIFO method.
- Efficiently processed customer payments through the POS system for seamless transactions.
- Managed cash and reconciliation with great attention to detail, resulting in a perfect balance without discrepancies.
- Cultivated a loyal customer base through friendly and enjoyable shopping experiences.
- During peak seasons, I efficiently handled over 250+ daily transactions for our customers.
- Introduced a customer loyalty program, contributing to a 10% increase in repeat business.

Education

BACHELOR OF COMMERCE (Finance) KANNUR UNIVERSITY	2019
HIGHER SECONDARY SCHOOL EDUCATION CHEMMAD JAMA-ATH HIGHER SECONDARY SCHOOL	2016
SECONDARY SCHOOL LEAVING CERTIFICATE CHEMMAD JAMA-ATH HIGHER SECONDARY SCHOOL	2014

Certifications

- ❖ **Diploma in Certified Professional Accounting (Professional School of Accounting)**

Skills

- | | |
|--------------------------------|------------------------------|
| ➤ Attention to Detail | ➤ MIS Reporting |
| ➤ Customer Service | ➤ Cash Reconciliation |
| ➤ Sales Support | ➤ Communication Skill |
| ➤ Payment Processing | ➤ Multitasking |
| ➤ Team Collaboration | ➤ Client Satisfaction |
| ➤ Tally Erp & Excel | ➤ Quick Books |

Personal Details

Nationality	: Indian
Date of Birth	: 13/10/1998
Language	: English, Hindi, Arabic, Tamil
Visa Status	: Visiting Visa