

SHANIL KUNNOOTH



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PROFILE SUMMARY

Dedicated and experienced professional with over 11 years of versatile experience in roles such as Counter Sale Cashier cum Supervisor, IT Support Engineer, and Service Assistant. Proven track record in cashier responsibilities, customer care executive duties, and providing IT support. Skilled in handling cashier duties with accuracy and efficiency, ensuring customer satisfaction through excellent service. Adept at troubleshooting IT issues and providing timely solutions. Seeking a challenging role diverse skill and contribute to organizational success.

KEY SKILLS

Professionalism

Compassion

Product knowledge

Patience and Adaptability

Creativity

Cash handling

Inventory management

Point of sale (POS) systems

Customer service

Attention to Detail

Analytic Skills

Optimistic

Leadership skills

Ability to work under pressure

EMPLOYMENT CHRONICLE

COUNTER SALE CASHIER CUM SUPERVISOR | Apr 2014 – Oct 2023
INDUSTRY – OIL & CONVENIENT STORE (SALES) – ABUDHABI NATIONAL OIL COMPANY UNITED ARAB EMIRATES FUJAIRAH

KEY RESPONSIBILITIES

- Ensuring high levels of client satisfaction by maintaining contact with all clients in the market area.
- Processing payments by totaling purchases and processing checks, cash, and credit and debit cards.
- Receiving cash from customers and depositing shift-wise cash.
- Restocking depleted or low shop items and organizing the sales floor according to established guidelines.
- Performing regular price audits to identify and correct price discrepancies.
- Addressing and resolving customer complaints in a professional manner.
- Keeping records of expenditure, sales figures, and employee performance.
- Monitoring shelf stocks, product displays, and the general appearance of the store.
- Training new staff members and scheduling shifts.
- Ensuring adherence to cash handling procedures and maintaining accurate cash register transactions.
- Monitoring and maintaining stock levels, including ordering and receiving inventory.
- Collaborating with the sales team to meet and exceed customer expectations and sales targets.
- Conducting regular audits of sales transactions and inventory to identify discrepancies and implement corrective actions.
- Providing training and development opportunities to improve the skills and knowledge of cashier staff.

IT SUPPORT ENGINEER | Jan 2008 – Dec 2012

SPECTRUM IT SOLUTION COMPUTER HARDWARE AND NETWORKING SERVICES.

KEY RESPONSIBILITIES

- Conducted data entry tasks for sales, purchases, receipts, payments, bank reconciliation statements (BRS), and prepared debtors/creditors statements.
- Managed petty cash transactions, including handling disbursements and reimbursements, and maintained accurate records.
- Generated bills and receipts for services provided to clients, ensuring accuracy and timeliness.
- Provided technical support and troubleshooting assistance to clients for computer hardware and networking issues.
- Assisted in the administration and maintenance of computer networks, including troubleshooting network connectivity issues and configuring network devices.
- Conducted maintenance and repair tasks for computer hardware components, including installation and replacement as needed.
- Installed and configured software applications on client systems, ensuring compatibility and functionality.

SERVICE ASSISTANT | 09 Jan 2012 – 17 Mar 2014

EMIRATES GENERAL PETROLEUM CORPORATION (EMARAT)

KEY RESPONSIBILITIES

- Provided customer service at the service station, including greeting customers, answering inquiries, and assisting with refueling vehicles.
- Operated cash registers and processed transactions accurately.
- Monitored fuel levels and ensured pumps were functioning properly.
- Performed minor maintenance tasks on equipment and facilities.
- Ensured compliance with safety and environmental regulations.
- Kept the service station clean and organized.
- Reported any issues or concerns to management.
- Assisted in inventory management, including stocking shelves and managing stock levels.

ACADEMIC CREDENTIALS

HIGHER SECONDARY



BOARD OF HIGHER SECONDARY EXAMINATION, KERALA, INDIA

SSLC



BOARD OF PUBLIC EXAMINATION, KERALA, INDIA

CERTIFICATIONS

FIRE SAFETY FUNDAMENTALS AND PROPER USE OF FIRE EXTINGUISHERS TRAINING | 2022

- SAVEFAST Fire & Safety Training LLC | UAE

DIPLOMA IN COMPUTER HARDWARE AND NETWORKING ENGINEERING | 2009

- Govt. of Kerala | India

COMPUTER SKILLS

- MS Office Packages
 - Net browsing
 - Basic Operation
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LANGUAGES KNOWN

- English : Reading, Writing, Spoken Interaction
 - Malayalam : Reading, Writing, Spoken Interaction
 - Hindi : Reading, Writing, Spoken Interaction
 - Tamil : Reading, Spoken Interaction
 - Arabic : Spoken Interaction
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PERSONAL STRENGTHS

- **Client Engagement:** Building and maintaining relationships with clients to enhance loyalty and satisfaction.
 - **Counter Sales:** Selling products or services directly to customers at a retail counter.
 - **Computer Typing:** Typing accurately and efficiently to input data and process transactions.
 - **WPS and Payroll:** Knowledge of the Wage Protection System (WPS) and payroll processing.
 - **Money Product Knowledge:** Understanding various financial products and services related to cash handling.
 - **Cash Handling:** Ability to accurately process cash transactions, including giving and receiving change.
 - **Recording Log Book:** Maintaining a logbook to record important information and transactions.
 - **Cash Reconciliation:** Ability to reconcile cash drawer at the end of the shift to ensure accuracy.
 - **Handling Customer Complaints:** Addressing and resolving customer complaints in a professional manner.
 - **Bookkeeping & Accounting:** Maintaining accurate financial records and performing basic accounting tasks.
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PERSONAL DOSSIER

Gender	: Male
Date of Birth	: 08/04/1988
Marital Status	: Married
Nationality	: Indian
Visa Status	: Employment

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

SHANIL KUNNOTH