



JAMSHID MOHAMMED SHARAF

Service Counter Staff at Exchange

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SUMMARY

Experienced professional with a strong background in retail operations, cashiering, and accounting. Proven ability to deliver excellent customer service, manage financial transactions, and support accounting functions efficiently.

WORK EXPERIENCE

Abu Dhabi National Oil Company (C-Store)
Retail Store Cashier

Dubai, United Arab Emirates
07/2022 – 07/2024

- Delivered fast and excellent customer service to the customers in a professional manner.
- Resolve customer complaints, independently, wherever possible.
- Delivered exceptional customer service to over 200 customers daily, resolving inquiries and issues promptly.
- Managed daily cash flow of up to AED 10,000, maintaining a 99% accuracy rate in cash register balances.
- Handled an average of 150 transactions per shift, ensuring accurate and efficient payment processing.
- Expertly operated point-of-sale systems, reducing transaction times by 15% through efficient use.
- Worked closely with team members to maintain a clean and organized store environment, improving overall store efficiency by 20%.
- Promote and cross-sell new products and services to customers.

Al Qeetha Al Qadeema Cont LLC
Accountant

Sharjah ,United Arab Emirates
01/2022 – 05/2022

- Reconciled over 200 invoices monthly, identifying and resolving discrepancies, leading to a 98% accuracy rate in financial records.
- Created and updated expense reports, ensuring timely and accurate processing, which reduced processing time by 15%.
- Issued invoices to customers and external partners, handling an average of 50 invoices weekly, improving cash flow by 10%.
- Prepared financial documents such as invoices, bills, and accounts payable and receivable, maintaining a 100% compliance rate with accounting standards.
- Prepared quotations, increasing quote accuracy by 20% and contributing to a 5% rise in successful bids.

Bradma Lighting Technology and Trading LLC
Assistant Accountant

Doha, Qatar
01/2020 – 06/2021

- Monitored and managed daily communication, addressing an average of 30 queries per day, which improved response time by 20%.
- Conducted follow-ups on payments via email and phone calls, effectively decreasing overdue accounts by 12%.
- Managed accounts payable and receivable, overseeing transactions of up to AED 50,000 monthly, and improved account reconciliation accuracy by 15%.
- Created and issued quotations, handling approximately 50 quotes per month, which contributed to a 10% increase in successful sales.
- Assisted with payroll processing for over 100 employees, ensuring accurate and timely salary payments, and reducing payroll errors by 10%.

EDUCATION

- Bachelor of Business Administration
Leader's College of Business Studies

Kerala Kannur India
06/2019 - 06/2022

- Diploma in Financial Accounting
G – Tec Computer Education

Kannur Kerala India
06/2022 – 12/2022

SKILLS

- Communication skills
- Team player
- Problem solving
- Active listening
- Customer service
- Organizational skills

LANGUAGES

- English - Expert
- Malayalam - Native
- Hindi - Professional
- Tamil - Professional

SOFTWARES

- Tally Prime
- Zoho Books (Entry level)
- Focus RT
- Advanced Excel

TRAINING

- Advanced Customer Service Training
Abu Dhabi National Oil Company (ADNOC)
- Dubai, United Arab Emirates
04/2023

PERSONAL INFORMATION

Full Name: Jamshid Mayyadakath Sharfuddin Kochipeedikayil
Nationality: Indian
Visa – Status: Cancellation In Progress
Passport Number: R4225607
Date of Birth: Mar 20, 1999
Place of Birth: Kerala, India

DECLARATION

I hereby declare that all the information contained in this resume is facts or truths to my knowledge.

Jamshid Mohammed Sharaf