



Muhammad Amir

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OBJECTIVE

To Work in a dynamic environment as an Accounts Officer that provides me a wide spectrum of experience and exposure. To bring a dynamic and versatile portfolio of skills at work place and to serve the organization with positive attitude and efficiency.

EXPERIENCE

Feb-2024 -
Continue

- **Cashier**
Fly Dubai (Airport Terminal 2)
Ensure all cash transactions are accurately recorded. Verify the amount against receipts and report any discrepancies.
Assist customers with inquiries related to ticket booking, cancellations, and changes. Check the ticketing system for availability and process changes as needed.
Maintain Sheets and Send to Head Office:
Keep detailed and accurate records of cash transactions and ticket-related activities in your sheets. Update these records daily.
Compile the necessary information from your sheets into a clear report. Send this report to the head office by the end of each day, ensuring it is accurate and timely.
Assist customers with changing ticket dates or other details. Check for any applicable fees or fare differences.
If customers need assistance with language preferences, update their profiles or booking details accordingly.
Ensure you follow company procedures and maintain high levels of customer service throughout.

May-2023 -
Dec-2023

- **Accounts Receiveable (Cashier)**
AB Yankees Automotive (Al Quoz, Dubai)
Manage transactions with customers using cash registers
Scan goods and ensure pricing is accurate
Collect payments whether in cash or credit
Issue receipts, refunds, change or tickets
Redeem stamps and coupons
Cross-sell products and introduce new ones
Resolve customer complaints, guide them and provide relevant information
Greet customers when entering or leaving the store
Maintain clean and tidy checkout areas
Track transactions on balance sheets and report any discrepancies
Bag, box or gift-wrap packages
Handle merchandise returns and exchanges

Jan-2022 -
Mar-2023

- **Cashier (Customer Services)**
Ravi Exchange (Pakistan)
Processing sales transactions and taking payments
Calculating the cost of products or services
Calculating and returning change for cash transactions
Maintaining adequate change denominations and requesting additional change
Answering customer questions about products or services and providing recommendations based on customer needs
Cross-selling and upselling products
Reconciling cash drawers and sales receipts
Reporting issues with equipment
Working with the team to meet store sales goals
Responding to and resolving customer complaints and concerns
Processing layaways, returns and exchanges

June-2018 -
Aug-2021

- **Cashier**
City Hospital (Pakistan)
Process transactions to the cash register by effectively and efficiently handling cash and credit card payments.
Manage daily balancing and reconciling of office accounts and handle daily bank deposits.
Document bank transactions by processing checks and online deposits in a proactive manner.
Enforce credit policies to ensure that defaulters and patients with extended credits pay on time.

Coordinate efforts with the accounting department to ensure that payments to suppliers are timely processes.
Enter all payments received from suppliers, the cafeteria, and the pharmacy into designated databases. Transfer income activities into accounting applications such as QuickBooks and ensure the integrity of entered data.
Record returned checks into patient accounting systems and initiate follow-up.
Post payments to appropriate accounts and maintain logs of daily receipts.
Maintain petty cash logs, receipts, and balance

EDUCATION

- Jan-2022 • **Master in Business Administration (Finance)**
Bahaudin Zikariya University
2.84
- Apr-2016 / June -2018 • **Bachelor of Commerce**
Nishter Commerce College
A

SKILLS

Customer services

100%

Microsoft Excel

80%

Teamwork

100%

Leadership

80%

Customer Handling

100%

LANGUAGES

- English
- Urdu

SOFTWARE COMMAND

- Redix
- Oracel
- Zoho
- ERP