

ZIAD HOSSAM

CASHIER

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SUMMARY

Detail-oriented and customer-focused cashier with 5 years of experience in retail and customer service environments. Skilled in operating point-of-sale (POS) systems, handling cash and credit transactions accurately, and providing exceptional customer support. Proven ability to manage high-volume transactions, resolve customer inquiries, and maintain a positive shopping experience.

WORK EXPERIENCE

Customer service representative in Sutherland

- Delivered exceptional customer service by addressing inquiries and resolving complaints, achieving a 95% customer satisfaction rate.
- Resolved customer complaints with a focus on empathy and active listening, maintaining a 4.8/5 average feedback score.

Cashier in sphinx exchange

- Provided excellent customer service by assisting clients with currency exchanges, answering inquiries, and resolving complaints promptly.
- Reconciled cash drawers at the end of each shift, identifying and resolving discrepancies to ensure balanced accounts.

Cashier in Metro market

- Restocked shelves and maintained store cleanliness, ensuring compliance with health and safety standards.
- Collaborated with team members to meet sales goals and ensure the store ran efficiently during peak hours.

EDUCATION

Faculty of arts

- Obtained bachelors degree from faculty of arts Alexandria university department of geographic information system

ADDITIONAL INFORMATION

- **Technical Skills:** Cash Handling, Customer Service, POS Systems, Inventory Management, Problem-Solving, Multitasking, Time Management, Attention to Detail, Team Collaboration.
- **Languages:** English, Arabic
- **Certifications:** Human Resources certificate from European Institute, lcdl certificate from European Institute.