



**Muhammad Amir**  
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## OBJECTIVE

Sales professional with 4+ years experience in lead generation and lead qualification, proven customer service, and communication skills to effectively fill the Sales Associate role in your company.

## EXPERIENCE

### Feb-2024 - Present

Fly Dubai - Dubai, UAE

Cashier (Customer service Representative)

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 our 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.

Ensure to follow company procedures and maintain high levels of customer service throughout.

### May-2023 - Dec-2023

AB Yankees Automotives Dubai-UAE

Accounts Receivable Agent (Cashier)

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

Handle merchandise returns and exchanges

### Feb-2022 - March-2023

Ravi Exchange - Multan, Pakistan

Cashier (Customer service Representative)

Greet customers in a pleasant and professional manner

Keep accurate records of foreign currency exchange transactions

Balance an assigned cash drawer and provide prompt and accurate change to customers

Provide customers with current foreign exchange rates

Help other team members when needed

Effectively handle customer inquiries

Ensure compliance with applicable laws and regulations

Verify customer identification

Securely safeguard all necessary paperwork related to foreign currency exchanges

### June-2018 - Aug-2021

City Hospital. - Multan, Pakistan

Cashier

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.

## EDUCATION

- Bahaudin Zikeriya University (Pakistan)**  
Jan-2022  
Master in Business Administration (Finance)  
2.84
- Bahaudin Zikeriya University (Pakistan)**  
May-2018  
B.Com  
69.7%

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**SKILLS**

- Growth Mindset
- Motivation
- Trust-Building Skills
- Emotional intelligence
- Objection Handling

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**LANGUAGES**

- English
- Urdu
- Hindi