



# Rimzam Mohamed

Cashier Customer Support

## PROFILE

Positive and organized individual with knack for customer service and team coordination. Thorough understanding of cash handling procedures and basic accounting principles, coupled with excellent communication and problem-solving skills. Focused on fostering cooperative team environment and enhancing customer satisfaction.

## CAREER

### Cashier (Team Leader) 2020 - 2024 Kiosk It System Trading LLC (Abu Dhabi)

- Responsible for performing a wide range of routine branch and customer services duties.
- Handling customer complaints, questions, and concerns in a professional manner.
- Implemented a streamlined payment system that reduced transaction time by 50%.
- allowing for quicker customer service interactions while maintaining accurate receipt issuance for all sales transactions.
- Cash Handling Disburse appropriately approved petty cash and maintain an updated account of petty cash.

#### Key Achievements

- Increased customer satisfaction by 15% through enhanced service.
- Enhanced transaction accuracy reduced transaction errors by 30% via staff training
- Efficient cash management managed daily cash balancing registers.
- Staff training success trained 5 staff members, improving team productivity by 20%.

### Cashier 2018- 2020 Kiosk It System Trading LLC (Fujairah)

- Lead customers to relevant department/persons for Query Resolutions, Special Deals and other such activities
- Maintain and monitor petty cash funds, ensuring that all expenses are documented and comply with company policies.
- Accepting payments, ensuring all prices and quantities are accurate.

## ACADEMIC

### BTEC H N D in Business Management | BCAS College

Oct 2015 - May 2017

Major: Business management | Minor: Marketing

### Diplomas in Business Fundamentals | BCAS Collage

Sep 2014 - Oct 2015

## SKILLS

- Strong organizational and multitasking abilities
- Proficient in cash handling, POS systems
- Result-oriented
- Good customer service skills
- Target-driven
- Good data processing skills
- Active listening
- Holding Driving License (UAE)
- Customer complaint handling

## CONTACT

### Address

Al Nahda 1, Dubai

### Phone

0501283328

### Email

[rimzam619@gmail.com](mailto:rimzam619@gmail.com)

### LinkedIn

[LinkedIn profile](#)

### Driving licence UAE

Light Vehicles

## PROFESSIONAL

- Detail-oriented with strong organizational and problem-solving abilities
- Can work at a fast pace in order to meet established deadlines and targets.
- Excellent customer service and communication skills.
- Identify improvement areas & propose constructive changes to achieve operational excellence
- Ability to work under pressure and manage multiple tasks efficiently.

## Languages

- English
- Tamil
- Malayalam
- Hindi

## Visa status

Visit visa (can Join immediately)