



Mohamed Imran Kasim

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OBJECTIVE

A highly motivated individual with a keen eye for detail. Looking for an opportunity to prove my worth and advance my career as far as possible. Experience includes high-pressure customer service roles, implementation of office skills and the ability to work in a group and individually.

EXPERIENCE

- Velvet Cafe (Dubai)** December 2021 - February 2024
HEAD CASHIER
 - Greet customers and provide a welcoming experience as they enter the restaurant.
 - Troubleshoot and escalate issues with the cash register and other equipment.
 - Keeps the check-out area clean and serviceable.
 - Maintain schedule for cashiers and ensure coverage during all shifts.
 - Performs administrative tasks such as filing, generating reports, data entry and maintaining mail correspondence.
 - Ensure accurate drawer reconciliation at the end of each shift.
 - Maintain accuracy and security of all cash funds and register.
 - Handle payments (cash and cards) within the store's POS system.
 - Resolve customer complaints regarding cash transactions.
 - Reconcile all end day transactions prior to leaving the Cafe to ensure that all cash receipts & delivery are in order with business transaction.
 - Oversee all cash transactions, including deposits and reconciliations.
 - Maintains a cash float and follows balancing and reconciling procedures; prepares daily 'End of Day' cash balance report at the close of each business day.
 - Perform other duties as assigned by management.
- Al Musaharati Restaurant and Cafe (Dubai)** February 2016 - August 2020
CASHIER
 - Greet customers entering or leaving premises.
 - Answer all telephone calls in a courteous and professional approach and take messages.
 - Manage transactions using cash registers and point of sale system (POS).
 - Process credit card transactions and ensure correct amount is settled.
 - Scan documents and print files when needed.
 - Operate the cash register and handle transactions accurately.
 - Perform various administrative duties, including data entry, filing and record keeping to maintain accurate and up to date records of transactions, reservations and guest information.
 - Handle customer complaints or concerns in a professional manner and escalate to the manager when necessary.
 - Monitoring inventory levels and report all concerns to the management.

EDUCATION

- Eiilm University** 2011 - 2014
Bachelor's of Commerce

SKILLS

- Cash Handling, Cash registers, Customer Service, POS System Operations, Ms Office (Word, Excel), Communication skills, Time Management, Data Entry, Multitasking, Inventory Management, Diligent and responsible working attitude.

DRIVING LICENSE

- Light Motor Vehicle UAE (Automatic) License No: 3710599
Expiry Date: 27/02/2027

LANGUAGES

- English, Arabic (Basic), Hindi, Urdu, Tamil

PERSONAL PROFILE

- Name : Mohamed Imran Kasim
DOB : 05/09/1993
Passport No : P8067996
Nationality : Indian (TamilNadu)
Marital Status : Married
Visa Status : Visit Visa

STRENGTH

- • Excellent interpersonal and Communication skills.
- Multi-tasking abilities with proficiency in organizing and managing different tasks.
- Work with positive attitude to contribute the healthy functioning of the organization.
- Self-confident and Great Patience.
- Willingness to Learn.
- Adaptability to change environment.
- Analyzing every angle of a project before working on it.

DECLARATION

- I hereby declare that information given above is true the best of my knowledge.

MOHAMED IMRAN KASIM