






## CONTACT

 Dubai, UAE  
 +971 50 277 0697  
 roliashumishra21@gmail.com

## SKILLS

- Cash handling
- Customer Service
- Customer relations
- Payment Processing
- Product knowledge
- Cash management
- Microsoft Excel
- Refund and exchange processing
- Attention to Detail
- Stock management
- POS Systems
- Account management
- Issue resolution
- Just In Time stock control
- Dispute management
- Point of sale system operation
- Cash drawer balancing
- Drawer maintenance
- Card payment processing
- Customer direction
- Currency sorting
- Service upselling
- Cash and payment management
- Debit and credit card handling
- Customer advising
- Staff mentoring
- Cash counting machine operations

## PERSONAL DETAILS

**Nationality:** Indian  
**Gender:** Female

# ROLI MISHRA

## PROFESSIONAL SUMMARY

Responsible Cashier experienced at managing front of store needs in busy environments. Friendly and energetic with strong communication and organisational abilities. Seeking role of increased responsibility where strengths in service and sales will be valuable.

## WORK HISTORY

- Cashier**  
**GCC EXCHANGE** - Dubai, United Arab Emirates  
2024-CURRENT
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
  - Completed opening and closing procedures each day.
  - Greeted customers entering store and responded promptly to customer needs.
  - Counted change correctly and issued customer receipts.
  - Used cash registers and POS systems to request and record customer orders and compute transactions.
  - Helped meet business needs by working extra shifts.
  - Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.
  - Delivered outstanding customer care with proactive sales and listening skills.
- Cashier**  
**Grand hyper Al Wasl Village** - Dubai, United Arab Emirates  
2022-2023
- Kept checkouts areas and general store clean and orderly.
  - Handled currency payments, secured funds in register and prepared deposits at end of day.
  - Resolved customer complaints and answered queries about store products.
  - Assisted customers with finding items, completing exchanges and obtaining refunds.
  - Addressed and resolved customer complaints to maintain customer loyalty and satisfaction.
  - Checked notes carefully to spot counterfeit currency.
  - Engaged in pleasant chit chat for friendly and personalized service.
  - Helped customers make product and service selections among range of options.
- Cashier**  
**MAJESTIC PRIDE CASINO** - Goa, India  
2020-2021
- Recommended products and services to customers based on requirements.
  - Helped customers to pack away shopping for improved customer experience.
  - Reduced customer wait times through optimised checkout processes.

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## LANGUAGES

English

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Fluent

- Educated customers on promotions, offers and special events to enhance product sales.
- Answered questions about store policies and concerns politely and professionally, supporting positive customer experiences.
- Assisted with cashier close-down by counting drawer change and processing vouchers.
- Displayed and restocked merchandise by following brand guidelines.

### Accounts executive

**WIPRO LTD** - Bangalore, India

2018-2019

- Provided customers with price information and handled financial transactions.
- Maintained relationships with key clients to maximize account revenue and loyalty.
- Built rapport with new and existing customers from diverse cultural backgrounds to maximize sales opportunities.
- Forecasted accurately to enable revenue performance evaluations.
- Used management software and data analysis to forecast product demand.
- Retained product and service knowledge for informative, persuasive client advice.
- Converted sales leads through persuasive pitching, achieving personal revenue targets.

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## EDUCATION

**Bachelor of Nautical Science**, 2010 – 2013

**WEST BENGAL STATE UNIVERSITY** – India

**Intermediate**, 2010

**Senior Secondary School Education** – India

**Matriculation**, 2008

**Secondary School Education** – India

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## HOBBIES

- Learning new skills
- Social worker
- Travelling