



# Akshya Kumar Panda

Cashier/ Customer Service/ Store Assistant

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Dubai, United Arab Emirates

With a strong background spanning over six years in cash management, customer service, and storekeeping, I have a proven track record of improving operational efficiency in high-paced environments. At Advanced Daie and Tool in Dubai, I've been instrumental in optimizing delivery schedules, managing financial documentation, and elevating customer service standards. My role at Skill Development Institute in India allowed me to excel in inventory management, while my time as a Cashier at Sahu Brothers honed my skills in transaction accuracy and customer complaint resolution. I hold a Bachelor's degree in Commerce, specializing in accounting, which provides a solid foundation for my practical skills. I'm keen to leverage my comprehensive skill set in a Cashier/Customer Service/Store Assistant role, where I can continue to drive operational excellence and contribute to customer satisfaction.

## SKILLS

Customer Service   Cash Management   Inventory Management   Operations Management  
Client Relations   Financial Reporting   Supply Chain Coordination   Route Scheduling   Communications  
Complaint Handling   Invoice Processing   Budget Management   Regulatory Compliance   Business Acumen  
Records Management   Risk Management   Vendor Management   Workflow Management   Team Leadership

## WORK EXPERIENCE

### Store Assistant

Advanced Dies and Tool fzco,

07/2019 - Present,

Dubai, UAE

#### Achievements/Tasks

- Orchestrated seamless delivery schedules by synchronizing with drivers and logistics personnel, ensuring punctuality.
- Conducted financial audits for invoices and payments, establishing a meticulous record for internal and external evaluations.
- Formulated detailed operational reports to scrutinize delivery metrics, thereby optimizing overall supply chain efficiency.
- Administered the reception of new inventory, crafted the requisite documentation, and delegated tasks to personnel.
- Managed customer inquiries via phone and email, delivering insightful solutions and maintaining customer satisfaction.
- Spearheaded communication strategies for updating customers on delivery statuses, resolving issues proactively.
- Designed and implemented route schedules for deliveries, optimizing fuel consumption and reducing delivery times.
- Monitored real-time vehicle locations to orchestrate synchronized and timely arrivals, minimizing delays.
- Instituted a framework for prioritizing deliveries and pickups, enhancing operational workflow.
- Oversaw team adherence to compliance and documentation standards, thereby elevating process efficiency.

### Store Keeper

Skill Development Institute,

08/2018 - 02/2019,

Bhubaneswar, India

#### Achievements/Tasks

- Managed the acquisition and distribution of consumable items, streamlining inventory flows for the institute.
- Executed documentation protocols for inventory, ensuring rigorous attention to detail and accuracy.
- Conducted regular stock audits, reconciling inventory levels to maintain operational harmony.
- Instituted preventive measures for stock control, mitigating risks associated with overstocking or understocking.
- Coordinated with the management to generate customized stock reports, aiding in strategic decision-making.
- Trained and supervised team members in compliance and documentation, instilling a culture of process discipline.
- Orchestrated periodic cyclic checks for inventory, ensuring regular stock reconciliation and report generation.
- Crafted comprehensive plans for upcoming goods and stock control, aligning with organizational goals.
- Implemented process improvements for issuing receipts, enhancing traceability and accountability.
- Elevated team performance through the implementation of best practices in stock management and documentation.

## WORK EXPERIENCE

Cashier

Sahu Brothers

12/2017 - 06/2018,

Berhampur, India

Achievements/Tasks

- Operated cash registers, ensuring precise transactions for cash, check, and credit card payments.
- Completed all requisite opening and closing procedures, guaranteeing the security of the cash register.
- Expediently resolved customer complaints in alignment with company policies, ensuring customer retention.
- Accurately recorded prices of goods and services, leveraging calculators and optical price scanners for efficiency.
- Cultivated a customer-centric environment, resulting in improved service quality and customer satisfaction.
- Reconciled daily cash transactions, ensuring accuracy in the cash drawer and preparing for the next business day.
- Fielded and responded to customer telephone inquiries, providing timely and accurate information.
- Fostered a culture of collaboration among team members, enhancing the overall customer service experience.
- Implemented checks and balances for transaction accuracy, reducing the risk of financial discrepancies.
- Spearheaded initiatives to improve customer engagement and service, positively impacting business metrics.

## EDUCATION

Bachelor's in Commerce (Specialization in Accounting)

Ganjam Degree College

2018,

India

## TECHNICAL SKILLS

Microsoft Office (Word, Excel, PowerPoint & Outlook)

Tally ERP 9i

## PERSONAL DETAILS

Date of Birth24/04/1998

NationalityIndian

Marital StatusSingle

Visa StatusEmployment Vis

Visa expiry13/07/2025

## LANGUAGES

English



Hindi



## REFERENCES

Available upon request.