

## Irshad Ibrahim CV

### Personal profile



**Total work experience:** 4+ years

**Email:**

[irshadmi246@gmail.com](mailto:irshadmi246@gmail.com)

**Contact:** 0506548689

**Personal Data:**

Nationality: Indian

Passport No:  
R3954076

**Languages Known:**

English, Hindi, Malayalam

**Skills**

- Customer Relationship Management
- Negotiations
- Cash handling & attention to detail
  - Problem Solving
  - Good communication
  - **POS and CRM** Software Familiarity
  - Fast Learning Ability
  - Flexible

**Education**

Bachelor of Commerce from

**Objective:**

To continuously learn & improve myself, both professionally & personally, with organizational goals, where my skills can be effectively utilized to enhance the growth of organization & myself.

**July 29, 2022 to September 30, 2023 Customer Support Officer - Mphasis BPO International- BANGALORE**

**Professional Experience**

- Managed a portfolio of delinquent accounts to recover outstanding balances.
- Contacted customers via phone and email to negotiate payment arrangements.
- Maintained detailed records of customer interactions and payment plans.
- Achieved monthly collection targets consistently and contributed to team goals.
- Provided excellent customer service while handling sensitive financial situations.
- Followed regulatory guidelines and company policies during all collection activities.

**March 15, 2019 to June 30, 2022 Senior Cashier -Hotel Empire International - BANGALORE**

**Professional Experience**

- Cash Handling & Transactions
  - Process customer payments accurately (cash, card, mobile apps).
  - Ensure proper handling of bills, receipts, and change.
  - Balance the cash register at the end of shifts.
  - Prepare cash deposits and report
- Customer Service
  - Greet and assist customers warmly.
  - Handle billing inquiries or complaints professionally.
  - Ensure a smooth and friendly checkout experience.
- Staff Supervision & Support
  - Train new hires.
  - Schedule cashier shifts and assign duties.
  - Ensure compliance with restaurant policies and hygiene standards.
- Reporting & Record-Keeping

St Josephs first grade college  
mysore University, Karnataka,  
India

- Maintain daily transaction logs and cash reports.
  - Submit reports to management on daily sales and any issues.
- Coordination with Other Departments
  - Work closely with kitchen and service staff to ensure order accuracy.
  - Communicate with management about customer feedback or issues.
- Loss Prevention
  - Monitor suspicious activity and prevent fraud.
  - Ensure all transactions are authorized and accounted for.

**Declaration:**

I hereby declare that the above-mentioned information is correct  
& true as per my knowledge.

**- Irshad Ibrahim**