



Rimzam Mohamed

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 [LinkedIn](#)



Professional Summary

High-performing Cashier Supervisor focused on helping front-line staff handle high work volumes with skill and positivity. Excellent trainer and team leader with proven expertise in keeping associates motivated and productive. Demonstrated good money handling and recordkeeping abilities.

Work History UAE

- **Established Restaurant in home county of Sri Lanka March 2024 to February 2025 (closed)**
- **Cashier (Team Leader) November 2020 January 2024 Kiosk It System Trading LLC | Abu Dhabi**

Duties and Responsibilities

- **Payment Handling:** Receive and accurately record tuition and fee payments from students and parents.
- **Financial Reporting:** Prepare and submit daily cash reports to the school's accountant, ensuring all transactions are documented.
- **Petty Cash Management:** Disburse and reconcile petty cash, maintaining accurate records of expenditures & deposits.
- Handling customer complaints, questions, and concerns in a professional manner.
- **Record Maintenance:** Keep detailed records of fees, concessions and other income-related transactions.
- **Customer Service:** Address inquiries related to fees and payments, providing assistance to students and parents as needed.

Key Achievements as a Team Leader

- Enhanced transaction accuracy reduced transaction errors by 30% via staff training.
- Assisted in training new employees, ensuring they were knowledgeable about company policies and procedures.
- Increased customer satisfaction by 15% through enhanced service.
- Improving onboarding efficiency and team performance.
- Staff training success trained 5 staff members, improving team productivity by 20%.

Customer Service Cum Cashier September 2017 October 2020 Kiosk It System Trading LLC | Sharjah

- Handled payments with precision and submitted daily financial reports.
- Managed petty cash accounts and ensured accurate expense documentation.
- Supervised and trained staff on POS system operations and customer service protocols.
- Improved customer satisfaction scores by resolving escalated complaints promptly and professionally.
- Responded to customer inquiries and resolved payment-related concerns.

Skills

- Excellent communication skills to build relations with customers face to face

- Ability to organize and prioritize and good time management
- Working with a results focused mindset
- Proficient in cash handling
- multitasking abilities
- Good data processing skills
- Prepared to challenge others
- Strong interest in financial services
- Customer complaint handling
- Ability to present complex financial data
- Customer Relationship Management
- POS systems

Education

Successfully Completed BTEC H N D | Business management, Marketing
08/2015 to 07/2017
BCAS College, Kandy, Sri Lanka

Successfully Completed Diplomas in Business Fundamentals
08/2014 to 07/2015
BCAS Collage, Kandy, Sri Lanka

Languages

English

Tamil

Malayalam

Hindi

Sinhala

Personal Details

Date of Birth: 19.06.1994

Nationality: Sri Lankan

Driving License UAE – Light vehicle

Visa status: Visit visa (can Join immediately)

I am eager to bring my skills and experience to your team. I look forward to the opportunity to discuss how I can contribute to your Team.