



# RIYAS A

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## PROFESSIONAL SUMMARY

Energetic and customer-focused professional with over 5 years of experience in retail sales, customer service, cashiering, and accounting support. Demonstrated success in front-line roles handling POS operations, resolving customer inquiries, and maintaining accurate financial records. Known for excellent communication skills, adaptability, and dedication to delivering an exceptional customer experience in fast-paced retail and hospitality environments. Proficient in Tally ERP 9, MS Excel, and various billing software. Actively seeking an opportunity to contribute to a growth-oriented organization where service quality and teamwork are valued.

## WORK EXPERIENCE

<b>CASHIER CUM ACCOUNTANT</b> Red Tea Club Restaurant & Café LLC – Al Baraha, Dubai, UAE	APR 2022 – DEC 2024
<ul style="list-style-type: none"><li>Managed daily cash, credit card, and digital payment transactions using POS systems.</li><li>Issued receipts, processed refunds, and balanced the cash drawer at shift end.</li><li>Recorded daily transactions into the general ledger and assisted in weekly/monthly reporting.</li></ul>	
<b>SALES EXECUTIVE</b> U.S. Polo – Kochi, Kerala, India	JAN 2020 – NOV 2021
<ul style="list-style-type: none"><li>Provided product knowledge and personalized service to increase store sales.</li><li>Maintained visual merchandising standards and managed customer queries efficiently.</li><li>Assisted with billing and handled returns and exchanges at the cash counter.</li></ul>	
<b>SALES EXECUTIVE</b> Woodland – Kochi, Kerala, India	JAN 2018 – JUN 2019
<ul style="list-style-type: none"><li>Achieved sales targets through active client engagement and cross-selling strategies.</li><li>Ensured customer satisfaction and loyalty through attentive service and feedback handling.</li><li>Handled transactions and monitored stock movement within the store.</li></ul>	
<b>CASHIER CUM ACCOUNTANT</b> Ecodine Restaurant – Perinthalmanna, Kerala, India	JUL 2019 – DEC 2019
<ul style="list-style-type: none"><li>Handled cash and card transactions with accuracy.</li><li>Recorded daily financial data and assisted in generating reports for the finance team.</li></ul>	

## EDUCATION

<b>BACHELOR OF COMMERCE (B.COM) – FINANCE</b> Najath Arts & Science College, Mannarkkad, Kerala – University of Calicut	2018
<b>HIGHER SECONDARY CERTIFICATE – COMMERCE STREAM</b> Victory College, Mannarkkad, Kerala	2015
<b>SECONDARY SCHOOL LEAVING CERTIFICATE (SSLC)</b> Kalladi Higher Secondary School, Mannarkkad, Kerala	2013

## CERTIFICATIONS

- Tally ERP 9 & MS Excel – SSI IT Education, Mannarkkad, Kerala  
(Certified by The Board of System Solutions Integrated International)

## CORE COMPETENCIES

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| <ul style="list-style-type: none"><li>Customer Relationship Management</li><li>Cash Handling &amp; Billing Operations</li><li>POS Transactions &amp; Refund Processing</li><li>Sales &amp; Product Promotion</li><li>Inventory Monitoring &amp; Stock Replenishment</li><li>Invoicing &amp; Financial Reporting</li></ul> | <ul style="list-style-type: none"><li>Team Coordination &amp; Supervision</li><li>Problem Solving &amp; Decision Making</li><li>MS Excel &amp; Tally ERP 9</li><li>Flexibility &amp; Time Management</li><li>Multitasking in Fast-paced Environments</li><li>Active Listening &amp; Goal Setting</li></ul> |
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## TECHNICAL SKILLS

- Tally ERP 9
- MS Excel & Word
- POS/Billing Software
- Basic Accounting Systems
- Email & Office Administration Tools

## LANGUAGES

- English
- Malayalam
- Hindi