

# Himal Chhetri

Cashier | Customer Service | Transaction Management |

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## SUMMARY

With over 10 years of experience as a Cashier, I excel in providing exceptional customer service, handling transactions efficiently, and assisting customers with product queries. I've been recognized for my dedication to ensuring customer satisfaction and my ability to handle cash transactions with accuracy.

## EXPERIENCE

### Cashier/ Marketing Executive

Al Dahab Exchange, Sharjah UAE

2024 sep - Present      Sharjah ,UAE

- Cash Handling and reconciliation.
- Foreign Currency handling and transactions management with high level of accuracy.
- WPS (Wage Protection System) handling and relationship management.
- Customer service with full satisfactory level.

### Head Cashier

Kamana Sewa Bikas Bank, Nepal

2019    2024      Nepal

- Handled cash transactions, provided customer service, and maintained the cash register.
- Processed an average of 150 transactions daily with a 99.9% accuracy rate.
- Assisted customers with product queries, ensuring a positive shopping experience.
- Managed cash drawer, ensuring accurate cash handling and daily reconciliations.

### Cashier

NIC ASIA Bank

2014    2019      Nepal

- Supported senior cashiers in handling transactions and customer service.
- Assisted in processing transactions, ensuring quick and efficient service.
- Helped customers with product information and store promotions.
- Participated in training sessions to enhance product knowledge and customer service skills.
- Handled returns and exchanges, ensuring customer satisfaction.

## EDUCATION

Bachelor of Business Studies

Tribhuvan University

2010    2014      Nepal

## LANGUAGES

English

Proficient



Hindi

Proficient



Nepali

Proficient



## STRENGTHS



### Customer Service

Skilled in providing exceptional customer service, ensuring customer satisfaction.



### Transaction Management

Efficient in handling cash transactions, ensuring accuracy and integrity.



### Product Knowledge

Well-versed with store products, assisting customers in making informed decisions.

## SKILLS

Customer Service

Transaction Management

Cash Handling

Product Knowledge

Team Collaboration

Customer Service

Promotion Awareness

Foreign Currency

Problem Solving

Communication

## ACHIEVEMENTS

### Customer Service Award

Recognized for providing exceptional customer service for three consecutive months.

### Perfect Attendance

Maintained perfect attendance for two consecutive years, showcasing dedication.

### Team Player

Acknowledged for assisting team members during peak hours, ensuring smooth operations.