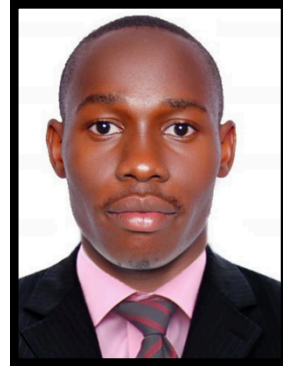


KALUNGI NAJIB

Abu Hail | Dubai | United Arab Emirates

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PROFESSIONAL SUMMARY

Resourceful professional with proven career growth from Sales Representative to Cashier, bringing extensive experience in cash handling, financial transactions, and customer service. Knowledgeable in KYC/AML compliance procedures and skilled at managing high-volume operations with accuracy. Recognized for building client trust, adapting quickly to new responsibilities, and delivering exceptional service in fast-paced environments. Eager to leverage sales expertise and cashiering experience to contribute effectively as a Cashier/Teller in a reputable money exchange house.

WORK EXPERIENCE

CASHIER (PROMOTION) | ROYAL HORIZON FAZAA STORES LLC | ALAIN | FEB 2025 - PRESENT

- Handle high-volume cash transactions with accuracy and reconcile accounts at the end of each shift.
- Deliver professional customer service by assisting clients with payments, inquiries, and issue resolution.
- Maintain accurate transaction records and safeguard confidential customer information.
- Ensure compliance with company policies and financial procedures while processing transactions securely.

SALES REPRESENTATIVE | ROYAL HORIZON FAZAA STORES LLC | ALAIN | SEP 2024 - FEB 2025

- Assist customers with pricing, promotions, and services, ensuring transparency, tailored recommendations, and achieving sales targets while maintaining high customer satisfaction.
- Respond to customer inquiries and resolve issues professionally, maintaining trust and customer loyalty.
- Support team operations by managing inventory, restocking products, and maintaining organized, attractive displays.
- Stay informed on industry trends and competitor activities, and collaborate with the marketing team to develop effective sales campaigns, increasing sales by 60% - 80%.

OFFICE ASSISTANT | DOC ZONE | DUBAI | JAN 2024 - AUG 2024

- Prepared daily transaction and reports for management.
- Supported smooth office operations through filing, documentation, and team collaboration.
- Maintained and updated client records, invoices, and receipts.

TELLER/SERVICE AGENT | AIRTEL UGANDA | FEB 2023 - NOV 2023

- Assisted customers with account inquiries and resolved issues, ensuring accuracy and trust in financial transactions.
- Verified customer identities and documentation in line with know your customer (KYC) procedures to ensure regulatory compliance.
- Handled Airtel Money transactions securely and accurately, including remittances, foreign exchange operations and cash drawer balancing at end of each shift.
- Monitored and reported suspicious transactions in accordance with AML guidelines.

EDUCATION

MAKERERE UNIVERSITY | KAMPALA UGANDA AUG 2020 - AUG 2023

- Bachelor's of Business Administration

CERTIFICATION

- Financial Literacy
- Customer service
- Computer Applications

SKILLS

- Cash handling, point-of-sale system and reconciliation accuracy
- KYC/AML compliance knowledge and banking software
- Customer service and relationships building
- Problem solving and conflict resolution
- Sales and cross selling skills
- Basic computer skills: Microsoft Office
- Ability to work under pressure
- Adaptability and flexibility
- Time management and multitasking
- Attention to detail
- Team work and collaboration
- Communication and interpersonal skills

LANGUAGES

- English | Fluent
- Kiswahili | Fluent
- Luganda | Native
- Arabic | Basic

REFERENCE

Available upon request