

## *Adeel Rafiq*

Address: Flat # 206 Al Hudaiba building opposite  
Satwa bus station  
Dubai - United Arab Emirates  
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### **OBJECTIVE:**

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. HR assistant with strong knowledge of office administration and common human resources operations. In-depth understanding of customer service, data entry and file management Motivated cashier who is highly energetic, detail-oriented. Handles multiple responsibilities simultaneously while providing exceptional customer service.

### **QUALIFICATION:**

Mariam Higher Secondary School, Karachi

#### **Intermediate**

B Grade

St Augustine English secondary school

#### **Matriculate**

B Grade

### **CERTIFICATE:**

- *Communication Design (Adobe Illustrator, Adobe Photoshop)*

I have learned to create visually appealing and effective digital graphics using Adobe Illustrator and Adobe Photoshop.

## EXPERIENCE:

### Rizwan Beyg Design

(February 2021–October 2023)

(Karachi Pakistan)

#### Hr & Logistics dispatcher

##### Responsibilities:

- Salary & Wages Finalizing & Disbursement.
- Petty Cash.
- Handling Cash / bank cheque.
- Information Handling of Database for new hiring.
- Response to Employees Queries.
- Maintain documentation, filling vouchers record-keeping.
- Indoor repair & Maintenance.
- Other related tasks.

##### Responsibilities:

- **Order Coordination:** Receive and process customer orders.
- **Documentation:** Maintain accurate records of dispatch activities, including order details, delivery times.
- **Communication:** Coordinate with helpline, other relevant to ensure timely and accurate delivery service.
- **Customer Service:** Provide good customer service by keeping clients informed about the status of their orders and addressing inquiries concerns.
- **Monitoring and Reporting:** Use tracking systems to monitor the progress of deliveries.

### Olive Grocery Store

(May 2019–January 2021)

(Karachi Pakistan)

#### Cashier

##### Responsibilities:

- **Cashier Team Supervision:** Manage and supervise the cashier team. Provide guidance and support to cashiers to smooth operations good customer service.
- **Transaction Oversight:** Oversee cashiers' activities to handling of transactions including cash, credit card, and other payment methods.
- **Customer Service:** Dealing with customer inquiries, resolving issues, and ensuring a positive shopping experience.
- **Cash Management:** Cash flow accurate regularly maintains the Cashier petty cash for operate cash till inflows and outflows.
- **Training new cashiers:** Training new cashiers for operating (pos) system, cash handling, customer service, product knowledge, policy adherence.

- **POS Operation:** Operate the Point of Sale (POS) system.
- **Product Knowledge:** Maintain a good understanding of products.
- **End-of-Day Reporting:** Reconcile cash & card payments. Verify that the total transactions matches recorded in the POS system. Prepare end-of-day cash and sales reports

## **Inc. Fashion**

*(January 2017 – April 2019)*

*(Karachi Pakistan)*

### **Cashier**

#### *Responsibilities:*

- **Customer Service:** Greet customers warmly and provide friendly and attentive service throughout their shopping. Handle customer inquiries.
- **Cash Handling:** Accurately process cash, count the physical cash & credit card, and other payment transactions, Ensure that all transactions are recorded correctly, and provide customers.
- **POS Operation:** Operate the Point of Sale (POS) system good to scan and process items.
- **Product Knowledge:** Maintain knowledge of products and services.
- **Bagging and Packaging:** Properly bag or package purchased items to ensure their safety and prevent damage during transportation.
- **End-of-Day Reconciliation:** Reconcile cash register at the end of each shift, ensuring the accuracy of the total sales and the cash balance.

## **Outfitter**

*(March 2015 – December 2016)*

*(Karachi Pakistan)*

### **Sales man**

#### *Responsibilities:*

- Greeted customers and helped with product questions, selections, and purchases.
- Increased sales and customer satisfaction through personalized servicing.
- Located merchandise across various stores to address customer needs.
- Informed customers of current store promotions to encourage additional sales purchases.
- Increased sales by offering advice on purchases and promoting additional products.
- Displayed merchandise by arranging in appealing ways to boost sales.
- Answered questions about store policies and addressed customer concerns.

## SKILLS

- Strong Communication ability.
- Computer (Word, Excel, etc).
- Wages and salary.
- Documentation and paperwork.
- File and records management.
- Data Entry.
- Analytical approach to resolve matter.
- Professionally committed, hard working and able to take initiatives.
- Able to work under pressure.

## LANGUAGES

English, Urdu, Punjabi.

## PERSONAL INFORMATION

- Passport no : TX9996952
- Visa status : Visit visa
- CNIC : 42301-6623795-7
- Date of Birth: 16<sup>th</sup>September1996
- Marital Status: Single
- Domicile : Karachi/Pakistan

**This Curriculum Vita provides a frame work for further exploration at an interview Excellent referees available upon request.**