



ATHIRA. K.B.

Customer service & cashier

Dynamic and result oriented professional with successful track record in Office and Administration. Consistently achieved a strong record of outperforming in customer relationship, vendor management. Energized by new challenges.

EDUCATION & QUALIFICATION

- **Master of Business Administration:** Finance and HR (RAMS Ayyampilly, India, May 2017)
- **Bcom Travel & Tourism** (Presentation college of applied sciences, India, May 2015)

PROFESSIONAL EXPERIENCE

Customer Service & Cashier

**Night To Night Department Store-Sharjah
Al- Nahda**

April 2023 – Present

- Resolve customer complaints, guide them and provide relevant information
- Track transactions on balance sheets and report any discrepancies.
- Scanning goods and ensuring pricing is accurate.
- Collecting payments whether in cash or credit card
- Greet customers when entering or leaving the store.
- Resolve customer complaints, guide them and provide relevant information.
- Handle merchandise returns and exchanges.

Admin Assisand

**Kousikam Builders and Developers Pvt Ltd ,
Kerala, India**

Aug2019 – Sep-2022

- Front office management-receiving appointment & walk in customers, attending and answering queries of customers call at front desk.
- Credit analysis (file valuation, customer details, KYC checking, vehicle valuation).
- Contact clients and send reminders to ensure timely payments.
- Track stocks of office supplies and place orders when necessary.
- Overseeing the maintenance of office facilities and Equipment.
- Preparing cash book and Day book.

Receptionist

**KLM Axiva Finvest LTD , Kerala, India
2018 To June 2019**

2018 – June 2019

- Answering and redirecting inbound calls.
- Taking and forwarding messages
- Meeting and Greeting visitors.
- Handling all courier collections and filing waybills.
- Maintaining Health and Hygiene and security protocols.



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Sharjah, Alnahda-UAE



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Personal Information

- Nationality - Indian
- Passport No – W5349833
- Visa Status – Employment
(Till – 08-June-2025)

Skills

- Problem Solving Skill
- Cash handling Expert
- POS system Expert

Computer Skills

- M.S office, Tally

Languages.

- English
- Tamil
- Malayalam