



YINKA EMMANUEL SHITTU

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PROFESSIONAL SUMMARY

Knowledgeable Cashier with excellent cash register management and payment processing abilities. Maintains accurate drawers and records. Offers time management and organizational skills focused on meeting business and guest needs.

SKILLS

- Financial records oversight
- Aisle cleaning
- Point of sale system
- Complex problem-solving
- Daily reporting
- Food distribution
- Merchandise exchange
- Drawer balancing
- Product restocking
- Hospitality and accommodation
- Report preparation
- Merchandising
- Payment posting
- Loyalty program promotion
- Returns processing
- Online orders preparation
- Facility safety
- Expense tracking
- Order packaging
- Order verification
- Restocking

EXPERIENCE

Outlet Cashier

October 2018 - Current

Amwaj Rotana Hotel | Dubai, United Arab Emirates

- Balanced cash drawer at beginning and end of each shift.
- Maintained clean, organized, and well-stocked checkout areas.
- Assisted with price markdowns and merchandise changes on shelves.
- Kept balance sheets with amounts and numbers of transactions.
- Promoted loyalty programs and store cards.
- Gave customers information about upcoming promotions and available items.
- Encouraged sales through promotions and special offers to customers.
- Engaged with customers while completing cash register transactions.
- Stocked store shelves and end-caps with merchandise during down times.
- Trained new retail team members in customer service and company policies.
- Provided information to customers on products or services.
- Worked with customer service leaders and managers to meet customer needs.
- Put together online order pickups and loaded purchases in vehicles.
- Fixed checkout merchandise displays with continuous resets during down periods.
- Enhanced shopping experiences, directing or escorting to product locations on sales floor.
- Maintained accurate register totals by carefully counting and securing cash.
- Kept customers happy by quickly processing payments and bagging purchases.
- Rang up customer items quickly and accurately using POS system.

- Prevented losses by watching for suspicious behavior.
- Monitored checkout stations for adequate cash availability.
- Monitored fitting rooms and completed general cleaning tasks throughout store.
- Promoted customer satisfaction by supporting merchandise selection, returns, and exchanges.
- Covered multiple store areas by cross-training in different roles.
- Recaptured sales from dissatisfied customers using conflict mediation skills.
- Recorded daily transactions precisely to avoid errors and keep logs accurate.

Cashier

September 2016 - October 2018

Domino Pizza | Dubai, United Arab Emirates

- Assisted with price markdowns and merchandise changes on shelves.
- Balanced cash drawer at beginning and end of each shift.
- Maintained clean, organized, and well-stocked checkout areas.
- Kept balance sheets with amounts and numbers of transactions.
- Gave customers information about upcoming promotions and available items.
- Worked with customer service leaders and managers to meet customer needs.
- Provided information to customers on products or services.
- Engaged with customers while completing cash register transactions.
- Promoted loyalty programs and store cards.
- Stocked store shelves and end-caps with merchandise during down times.

Cashier

January 2011 - December 2013

Intercontinental hotel | Lagos, Nigeria

- Assisted with price markdowns and merchandise changes on shelves.
- Balanced cash drawer at beginning and end of each shift.
- Maintained clean, organized, and well-stocked checkout areas.
- Gave customers information about upcoming promotions and available items.
- Encouraged sales through promotions and special offers to customers.

Cashier Team Lead

January 2002 - December 2008

Shoprite Shopping Mall | Lagos, Nigeria

- Operated POS systems to process sales transactions, check inventory, or execute price adjustments.
- Assessed cashier performance and recommended supplemental training opportunities.
- Supported cashiers and management by counting and balancing drawers and preparing bank deposits.
- Assisted with receiving, verification, and stocking of merchandise deliveries.
- Monitored and balanced cash drawers before and after each shift.
- Greeted and engaged customers, answered questions, and offered product recommendations to meet needs.
- Coordinated cashier coverage to meet consistent service levels and arranged backup cashiers for high-volume periods.
- Supported management during breaks by supervising cashier duties and front-lane activity.
- Operated POS systems to process payments, verify pricing, and monitor stock levels.
- Corrected problems with team members through training and disciplinary actions.
- Worked with store managers to evaluate cashier staffing needs and identify coverage gaps.
- Delivered speedy and professional guest service as head of [Number]-person team.

- Sought out customers to help, inquired about needs, and anticipated concerns.
- Assisted with tagging, facing, rotating, and replenishing stock for front-lane displays.
- Maintained appearance of checkout area, directing cashiers through restocking and shelf resets.
- Coordinated cashier team scheduling to maintain adequate shift coverage based on business needs.
- Kept department operating well by properly managing schedules, assignments, and breaks.
- Issued and verified cash drawers, completed daily sales reports, and reconciled cash drawers following shifts for consistent store opening and closing.
- Cross-trained additional employees and adapted workflows to meet current needs.
- Answered incoming telephone calls to provide information and respond to questions.
- Assisted customers or junior cashiers with returns and price overrides.
- Monitored suspicious behavior and recorded inventory variances for shrink tracking.
- Delivered superior customer service and answered questions regarding product locations, pricing, and promotions.
- Reported or resolved safety issues, hazards, or potential OSHA violations.
- Resolved customer complaints with tact to achieve full satisfaction.
- Verified product prices and promotional signage to resolve discrepancies.
- Created personal development plans for each cashier, staying on top of progress and helping anyone struggling.
- Trained cashier team in register operation, customer service procedures, and merchandising.
- Demonstrated core store values to team members, going beyond basics to better help customers and exceed business targets.
- Assigned cart retrieval duties to maintain safety and organization in parking lot and cart storage areas.
- Encouraged sales through promotions and special offers to customers.

EDUCATION

Bachelor degree	September 2016
Lagos State Polytechnic , Ikorodu, Nigeria	
Business Administration and Management	
<ul style="list-style-type: none"> • Graduated with [3.45] GPA • Thesis: [The Impact of Subsistence and Commercial farming to develop the rural dwellers communities] 	
Associate degree	August 2011
Lagos State Polytechnic , Ikorodu, Nigeria	
Associate Of Accounting Technician	March 2016
Institute Of Chartered Accountant Of Nigeria , Victoria Island Lagos , Nigeria	
Certified Human Resources professional	November 2020
London International Studies and Research Centre , Dubai, United Arab Emirates	