

Mohd Kayam

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✓ Professional Summary

- Graduate with a strong foundation in retail operations, holding a Customer Service Certificate and a Diploma in Cashiering. Experienced Stocker cum Cashier with over 4 years in supermarket environments, skilled in POS billing, inventory stocking, and front-line customer service. Known for accuracy in cash handling, efficiency in shelf replenishment, and dedication to store cleanliness. Committed to delivering a positive shopping experience through courteous interaction and fast service. Seeking to contribute to a dynamic retail team in the UAE with a customer-first mindset and strong work ethic.

✓ Career Objective

- Motivated retail professional with extensive experience in cashiering, sales, and customer service within fast-paced store environments. Eager to contribute to the success of a leading supermarket or hypermarket in the UAE by delivering exceptional service, driving sales, and ensuring operational efficiency.

✓ Education

- **Dr. Rammanohar Lohia Avadh University** 2020
Master of Commerce (M.COM) (Incomplete Absent in one paper due to COVID-19)
- **Dr. Rammanohar Lohia Avadh University** 2018
Bachelor of Commerce (B. COM)

✓ Certification

- Certified Customer Service Professional- VSKILLS 2024
- Certified Foreign exchange Professional- VSKILLS 2024
- Certified AML-KYC Compliance - VSKILLS 2024

✓ Diploma

- Diploma in Cashier - IISDT 2024
- Master Diploma in banking Operation- IISDT 2024

✓ Skills

- Cashier Operations & POS Systems
- Retail Sales & Customer Service
- Cross-Selling & Upselling
- Interpersonal skills
- Time Management & Problem Solving
- Accuracy to detail
- Stock rotation (FIFO)
- Physically fit & Energetic
- Empathy & Active listening
- Conflict resolution
- Customer satisfaction

✓ Experience

- **H.B exchange (Ambedkar Nagar UP INDIA)** 08/2024 - 05/2025
Cashier/Customer service Associate
Assisted customers with currency exchange services, ensuring competitive rates and personalized guidance. Handled customer inquiries and resolved complaints, contributing to higher customer satisfaction and repeat business.
Maintained strict compliance with AML-KYC regulations during customer onboarding and transactions.
- **First & Fresh store (Ambedkar Nagar UP INDIA)** 05/2020 - 02/2024
Cashier & Customer service Associate
Exceeded daily sales targets by 10–15% through effective cross-selling and upselling of products, contributing to revenue growth.
Managed high-volume cash transactions with speed and precision, consistently maintaining accuracy and accountability.
Delivered top-tier customer service by addressing a high volume of inquiries daily with professionalism and courtesy.
Trained and mentored new cashiers on POS system operations, fraud prevention measures, and best practices for efficient service delivery.
Supported store operations by assisting with merchandising, inventory management, and promotional activities to enhance customer experience.

✓ Languages

- English
- Hindi
- Urdu

✓ Nationality

- INDIAN

✓ Visa Status

- Valid until 26 July 2025