

VANDNA KUMARI

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 Dubai



SUMMARY

•With over 2 years of experience as a Cashier, I excel in providing exceptional customer service, handling transactions efficiently, and assisting customers with product queries. I've been recognized for my dedication to ensuring customer satisfaction and my ability to handle cash transactions with accuracy. My passion for customer satisfaction and continuous learning drives my commitment to the retail industry.

Work Experience

Day To Day General trading centre LLC

Supermarket Cashier & Retail Sales Associate
June 2022

- I have 2 years of experience working as a cashier in dubai. This experience has allowed me to become skilled in handling cash transactions, accurately processing payments, and providing excellent customer service.
- I am especially known for my attention to detail, efficiency, and ability to handle high-pressure situations with professionalism. Part of the reason why I can handle these situations is because I genuinely enjoy interacting with customers and strive to create a positive shopping experience.
- Overall, I am confident in my ability to contribute to the smooth operation of your cashier team and ensure customer satisfaction. This role is an exciting opportunity and a challenge that I am eager to take on!
- I believe that my experience in the field would be a useful addition to your team. I would love to work with you and help Strack reach new heights.

J-PAL South Asia at IFMR

Research Assistant

Feb 2018

•Data Collection Specialists develop or apply mathematical or statistical theory and methods to collect, organize, interpret, and summarize numerical data to provide usable information. May specialize in fields such as biostatistics, agricultural statistics, business statistics, or economic statistics. Field Data Collectors are skilled in using various technological tools, including GPS devices for mapping, software for data capture and management, and specialized hand tools for environmental sampling. Compiling this data into reports forms an important part of their job.

Competent Synergies Pvt Ltd

Telesales Executive

Feb 2017

- Conducted follow-up calls with customers to gauge satisfaction and encourage repeat business. Provided outstanding customer service, resolving queries and complaints promptly.
- Takes calls from customers answering questions or addressing any concerns they may have. Their duties include handling many inbound and outbound calls to and from customers, listening to customers' needs or issues, and providing helpful solutions to their problems.
- Developing in-depth knowledge of customer products and services to make suitable recommendations based on customers' needs and preferences.

Pearson VUE

System Administrator

Jan 2015

•Pearson VUE Certified Test Administrator (PDQ). (Performance by Content Area): Communication and Customer Service, Daily Operations Security, Facility Management Technology, and GMAT. Earners of Pearson VUE's Certified Test Administrator badge have demonstrated the skills and

knowledge necessary to maintain security in delivering high stakes exams, provide exceptional customer service, handle technical issues, administer and proctor exams.

•System monitoring New accounts set-up and active directory administration.



EDUCATION

- 10th HP Board (Sub: Mathematics, Science, Hindi, English, Sanskrit, Information Technology, and Social Science).
- 12th HP Board (Sub: Chemistry, Physics, Mathematics, Information Technology, and English).
- One year Computer Diploma from Jetking Certified Hardware And Networking Engineering Chandigarh Centre, Punjab. (2014 to 2016).
- Pearson VUE Certified Test Administrator (PPC). [Performance by Content Area*: C and Customer Service, Daily Operations Security, Facility Management Technology. (2015 to 2016).

SKILLS

- Customer Service, Transaction Management, Cash Handling, Product Knowledge, Team Collaboration, Returns and Exchanges, Promotion Awareness, Store Maintenance, Problem Solving, Communication, Customer Service Excellence Communication, Organization, Multitasking, Technical, Customer service, Security monitoring, Credit and debit processing, Customer greeting, Cash management, Cash counting, Cash handling policies.

PERSONAL DATA

Name	Vandna Kumari
Gender	Female
Father's Name	Shri. Devi Ram
Mother's Name	Smt. Mamta Devi
Date of Birth	06-05-1996
Marital Status	Unmarried
Nationality	Indian

LANGUAGES

- Hindi: Advanced (C1)
- Punjabi: Proficient (C2)
- English: Proficient (C2)