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Jumeirah, Dubai



Nationality-Kenyan

Education

Bachelor of Commerce

Catholic University of Eastern Africa
2008-2011

High School Diploma

Moi Forces Academy
2004-2007

Skills

Cash Handling

Customer Service

Adaptable and honest

Resourceful

Team Player

Computer Skills

Basic Math

Language

English

Trainings

Customer Service

Cash Handling

FELISTA NJUGUNA

Cashier

Objective

I am an outgoing and enthusiastic person who is seeking a challenging career in the retail industry where I will be able to provide prompt and excellent service to all customers

I do have a positive and enthusiastic attitude with excellent communication and listening skills with a successful performance record of meeting and exceeding customer's expectations leading to return in business

Work Experience

2022

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2024

Shaklan Supermarket Dubai

Cashier

Duties and Responsibilities

- Handle an average of 300+ transactions per day, processing payments through cash, credit, debit, and mobile payment systems.
- Achieve 98% customer satisfaction ratings, consistently recognized for speed and accuracy.
- Maintaining adequate change denominations and requesting additional change.
- Manage daily cash reports and ensure the balance of the cash drawer at the end of each shift.
- Responsible for accepting payments and distributing change when necessary.
- Quickly and accurately process transactions.
- Maintain a clean and organized register and checkout area.
- Tidy and reorganize point-of-purchase stock during downtime.
- Remained courteous and calm, even during moments of customer dissatisfaction, hence improving client satisfaction.

2015

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2022

Naivas Supermarket

Senior Cashier

Duties and Responsibilities

- Handled high-volume customer interactions and resolved complaints, leading to a 20% improvement in customer satisfaction.
- Assisted in weekly stock audits, ensuring a smooth inventory process and reducing stock discrepancies
- Maintaining adequate change denominations and upon of requesting additional change.
- Trained junior cashiers on POS systems, customer service, and best practices, contributing to a 15% increase in checkout efficiency.
- Prepare reports and provide cash flow information to management.
- Ensured all registers have the correct amount of cash at all times and resolving price checks for customers.