

# Ekta Shahi

CASHIER/ SALES SPECIALIST



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Dubai, U.A.E, Dubai, 00000,  
United Arab Emirates



## SKILLS

Communications

Accountability

Planning

Cash Register

Sales

Adaptability

Teaching

Customer Service

Decision Making

Checklists

Stocks (Inventory)

Reconciliation

Merchandising

## ABOUT ME

A dedicated cashier and sales specialist with a proven track record of providing exceptional customer service and ensuring efficient and accurate transactions.

Proficient in handling diverse payment methods and utilizing point-of-sale systems to streamline the checkout process, contributing to a smooth and positive customer experience.

Demonstrated strong communication and interpersonal skills, fostering a welcoming atmosphere and effectively promoting products to meet sales targets.

Received various recognitions for cashiering:

Best Cashier Q1-2023 (EMAAR Entertainment LLC)

Best Cashier of the Month: Sept-22, Nov-22, Feb-23 to Aug-23

## WORK EXPERIENCE

### Cashier/ Sales Specialist

EMAAR Entertainment LLC / Dubai / Mar 2022 - Present

- Efficiently process customer transactions and handle cash, credit card, and digital payments
- Provide friendly and attentive customer service, ensuring a positive experience for patrons
- Accurately sell and distribute tickets for various leisure and entertainment events
- Maintain a well-organized and tidy cashier station, adhering to company procedures
- Handle customer inquiries and resolve issues promptly and courteously
- Collaborate with team members to ensure smooth operation during peak hours
- Adhere to security protocols and confidentiality standards when handling financial transactions
- Stay updated on event details and promotions to provide accurate information to customers
- Balance cash drawer at the end of each shift, ensuring accuracy in financial transactions

### Cashier/ Customer Service Associate & E-commerce

Jmart Supermaket LLC / Dubai / Aug 2020 - Jan 2022

- Efficiently process a variety of transactions, including cash, credit cards, and electronic payments
- Provide excellent customer service by addressing inquiries, resolving issues, and offering assistance
- Operate cash registers and other equipment accurately, ensuring a smooth checkout process for customers

LANGUAGES

English

Nepali

Hindi

PERSONAL  
DETAILS

Date of birth

23-September-1993

Nationality

Nepalese

Visa status

Transferable

Marital status

Single

- Scan and bag items promptly while maintaining a friendly and professional demeanor
- Handle product returns and exchanges in accordance with store policies
- Keep the checkout area clean and organized, contributing to a positive shopping experience
- Assist in maintaining optimal stock levels at checkout, alerting management to restocking needs
- Promote and explain ongoing promotions, discounts, and loyalty programs to customers
- Collaborate with team members to manage queues during peak hours and contribute to a well-functioning store environment.

Cashier/ Sales Specialist

Barry Chocolate / Khorfakkan / Jan 2019 - Jul 2020

- Process customer transactions for confectionery purchases, handling cash, credit cards, and electronic payments
- Provide a warm and inviting customer experience, offering product recommendations and assistance
- Weigh and package confectionery items accurately, ensuring compliance with pricing and quantity standards
- Maintain a clean and organized cashier area, contributing to a visually appealing store environment
- Handle customer inquiries about confectionery products, ingredients, and allergens with knowledge and courtesy
- Collaborate with team members to restock and organize confectionery displays for optimal presentation
- Monitor and manage inventory levels, notifying the supervisor of any low stock or replenishment needs
- Adhere to hygiene and safety standards when handling and packaging confectionery items
- Process returns or exchanges efficiently, following store policies and maintaining customer satisfaction.

Cashier/ Sales Specialist

Chocolala / Dubai / Apr 2016 - Apr 2018

- Process customer transactions for confectionery purchases, handling cash, credit cards, and electronic payments
- Provide a warm and inviting customer experience, offering product recommendations and assistance
- Weigh and package confectionery items accurately, ensuring compliance with pricing and quantity standards
- Maintain a clean and organized cashier area, contributing to a visually appealing store environment
- Handle customer inquiries about confectionery products, ingredients, and allergens with knowledge and courtesy
- Collaborate with team members to restock and organize confectionery displays for optimal presentation
- Monitor and manage inventory levels, notifying the supervisor of any low stock or replenishment needs
- Adhere to hygiene and safety standards when handling and packaging confectionery items
- Process returns or exchanges efficiently, following store policies and maintaining customer satisfaction.

### **Sales Lady**

**Halesi Gold Shop / Kathmandu, Nepal / Feb 2015 - Aug 2015**

- Showcase extensive knowledge of gold products, including jewelry and ornaments, to assist customers effectively
- Provide personalized assistance to customers, helping them choose the perfect gold item based on preferences and occasions
- Engage in upselling by presenting complementary products or suggesting add-ons to enhance the customer's purchase
- Explain the features, quality, and craftsmanship of gold items, addressing customer inquiries with expertise
- Handle transactions efficiently, including processing payments, issuing receipts, and maintaining accurate sales records

### **Primary School Teacher**

**Goldhunga Orchid / Kathmandu, Nepal / Jan 2014 - Jan 2015**

- Plan and deliver engaging lessons in accordance with the Nepali curriculum, catering to diverse learning styles
- Foster a positive and inclusive classroom environment that encourages active student participation
- Implement effective teaching strategies to enhance students' understanding of subjects like mathematics, science, and language
- Assess and evaluate students' progress through various methods, providing constructive feedback
- Encourage the development of critical thinking, creativity, and problem-solving skills among students

## **EDUCATION**

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### **High school diploma**

**Universal College of Maitidevi / Kathmandu / 2013**

### **90 days practical air hostess training**

**FLYSKY International Aviation Academy / Kathmandu / 2013**