

MD NAJAM SHAH

PROFESSIONAL SUMMARY

Proficient in handling money and possessing a strong understanding of retail operations. Focused on keeping work areas clean, neat and professionally arranged. Strong team player, with good listening skills and attentive, detail-orientated nature. Security-conscious and customer-focused Cashier with top-notch teamwork and interpersonal communication skills. Keeps cash drawers accurate and secure with smooth payment processing and no losses.

CONTACT

Ganeshman Charnath,
Birendrabazar, Janakpur, Nepal
45600
+977 9702523984
mdnajamshah964@gmail.com
Nepali
Qatar light

SKILLS

- Complaint handling
- Loss prevention
- Customer advising
- Scanner operations
- MS Excel
- MS Powerpoint
- MS Word
- Talley
- Written Communication
- Flexible and Adaptable
- Elementary education
- Special education

LANGUAGES

English:
Advanced
Hindi:
Fluent
Arabic:
Intermediate
Nepali:
Proficient (C2)

WORK HISTORY

Cashier 10/2022 - 10/2023
al arabiya mineral water and packaging factory - Al rayyan, Qatar

- Reduced customer wait times through optimised checkout processes.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
- Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.
- Completed opening and closing procedures each day.
- Helped meet business needs by working extra shifts.
- Displayed and restocked merchandise by following brand guidelines.
- Resolved customer complaints and answered queries about store products.
- Educated customers on promotions, offers and special events to enhance product sales.
- Advised alternative products to meet specific preferences or budgetary needs.
- Assisted customers to locate obscure items on shop floor.

Office assistant 09/2021 - 09/2022
Al arabiya mineral water and packaging factory - AL rayyan , Qatar

- Processed invoices and payments using accounting software.
- Sorted and distributed incoming mail to correct recipients throughout busy office environments.
- Received and screened high-volume internal and external communications, calls and email.
- Greeted guests and clients with warmth and professionalism.
- Oversaw daily office operations and equipment maintenance.
- Responded promptly to telephone enquiries from clients, vendors and customers.
- Maintained office files for reliable reference, including electronic and hard copies.
- Kept inventory of office supplies and ordered new items when necessary.
- Prioritised incoming communications to filter out basic requests and minimise disruptions.
- Prepared professional business correspondence on behalf of senior staff and organisation.
- Drafted contracts and purchase orders for team.

EDUCATION

SLC, 01/2016 – 12/2016
Sagarmatha higher sec english school - Nepal - Merit