



# MELVIN T MYCLE

## Profile

Reliable and customer-focused professional with experience in cashiering, customer service, and retail operations. Skilled in handling transactions, assisting customers, and maintaining a smooth store environment. Proficient in using POS systems, managing cash, and supporting sales goals. Known for providing excellent service, resolving issues quickly, and contributing to a positive shopping experience.

## Experience

### CASHIER AND CUSTOMER SERVICE ASSOCIATE RELIANCE TRENDS

30/01/2024 - 21/04/2025

- Processed customer purchases efficiently through POS systems, handled cash, cards, and digital payments accurately.
- Provided exceptional customer service by assisting shoppers with inquiries, product selections, and returns, ensuring a positive shopping experience.
- Maintained and balanced cash registers, prepared daily cash reports, and supported in achieving store sales targets.
- Assisted in store merchandising, restocking shelves, and ensuring visual displays were appealing and up-to-date.
- Handled customer complaints professionally, resolving issues quickly to maintain customer satisfaction and loyalty.
- Promoted ongoing offers and loyalty programs to customers, helping to boost store revenue and customer engagement.
- Ensured compliance with company policies and security procedures during cash handling and customer transactions.
- Supported inventory management by assisting with stock audits, tagging new arrivals, and ensuring accurate product labelling.

### BILLING CUM SALESMAN POURNAMI HOME GALLERY

02-12-2021 - 26-02-2023

- Accurately managed customer billing and cash transactions, ensuring seamless checkout experience and maintaining financial accuracy at all times.
- Actively engaged with customers to understand their needs, provided expert product recommendations, and consistently achieved or exceeded sales targets.
- Maintained up-to-date stock records, coordinated with inventory teams for timely replenishment, and ensured the sales floor was organized and presentable to maximize customer satisfaction.
- Resolved customer queries and complaints promptly, ensuring a high level of customer satisfaction and building long-term client relationships.
- Assisted in visual merchandising by organizing product displays to attract customers and boost sales.
- Monitored daily sales performance and prepared basic sales reports to support management in decision-making.
- Collaborated with team members to maintain cleanliness, safety, and operational efficiency within the showroom environment.

## Details

Dubai, UAE  
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melvintmycle@gmail.com

## Education

BCOM COMPUTER APPLICATION  
MG University  
2019

HIGHER SECONDARY  
Board Of Higher Secondary  
Examination Kerala, India  
2016

SSLC  
Board Of public Examination  
Kerala, India  
2014

## Computer skills

- MS Office
- MS Excel
- Tally ERP-9
- SAP

## Languages

- Malayalam  
Native
- English  
Conversational

## Professional Skills

- *Cash Handling*
- *Customer Service Excellence*
- *Sales Support*
- *Inventory Management*
- *Product Knowledge*
- *Cash Reconciliation*
- *Complaint Resolution*
- *Stock Replenishment*
- *Visual Merchandising*
- *Sales Reporting*
- *Team Collaboration*
- *Customer Engagement*
- *Loyalty Programs*
- *Retail Operations*



## Personal Details

Nationality : Indian  
Date of Birth : 29-04-1999  
Marital Status : Single  
Passport No : T9901116  
Date of Issue : 14-10-2019  
Date of Expiry : 13-10-2029  
Place of Issue : Trivandrum  
Visa Details : Visit Visa  
Visa expire : 07/07/2025



## Declaration

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge.

**MELVIN.T. MYCLE**