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Abu Dhabi, UAE

EDUCATION

Diploma: Computer Education
ITDF College, Kerala, India

Higher Secondary Education
Darul Uloom School, Kerala,
India

LANGUAGES

English

Advanced

Arabic

Advanced

Hindi

Advanced

Malayalam

Native

PERSONAL DETAILS

Date of Birth / Age:

20/04/1999 - 24

Nationality: Indian

Marital Status: Single

Gender: Male

MOHAMED RIMSHAD VK

PROFESSIONAL SUMMARY

Seeking a challenging position with a reputable firm where my extensive experience in cashiering and sales can be leveraged to achieve outstanding results. Proven track record in customer handling and consistently meeting targets on time, with excellent communication skills.

WORK HISTORY

March 2021 - October 2023

Abu Dhabi Cooperative Society - Cashier, Abu Dhabi, UAE

- Used cash registers and POS systems to request and record customer orders and compute transactions.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
- Displayed and restocked merchandise by following brand guidelines.
- Reduced customer wait times through optimised checkout processes.

March 2018 - May 2019

Paris Bakery - Cashier, Salesman, Data Entry Staff, Ajman, UAE

- Fostered positive relationships with customers to enhance loyalty and retention.
- Created and managed client contracts, negotiating positive, profitable terms to aid target revenue attainment.
- Upheld operational performance measures and service standards.
- Inputted customer account information into databases within required time limits.

March 2017 - March 2018

Impulse Solutions - Trainee manager, Trissur, Kerala, UAE

- Gained skills, knowledge and experience working across various departments including production, marketing and operations.
- Sought to understand daily processes and goals of each department.
- Liaised with managers, supervisors and other senior staff, communicating clearly and concisely.
- Researched methods to increase profitability and lower risk.

February 2016 - February 2017

VAVAS inn suites - Assistant manager (F&B Dept), Kerala, India

- Addressed customer issues calmly and professionally, delivering quick, successful resolutions.
- Nurtured positive customer relationships, enhancing membership loyalty and driving client retention.
- Initiated inventory control measures to manage and replenish stock, maintain costs and meet customer demands.

January 2015 - February 2016
VAVAS Inn suites - Customer service representative, Kerala, India

- Contributed to 50% profitability increase by up-selling guests to premium F&B items.
- Correctly used wait management system to provide accurate wait time estimates, cutting guest complaints by 30%.
- Managed Restaurant Management Software and entered and document each Orders from the customer

SKILLS

- | | |
|------------------------------------|-------------------------------|
| • Complaint handling | • Point of Sale (POS) Systems |
| • Performance development planning | • Communication |
| • Business development | • Problem-Solving |
| • Cash Handling | • Inventory Management |
| • Sales and Upselling | • Team Collaboration |
| • Customer Service | • Attention to Detail |

CERTIFICATIONS

- Accounting
- MS Office (Word , Excel, Powerpoint, Outlook)
- Peachtree