



Muhammad Yasir

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Add. Al Quoz Industrial Area Dubai

LANGUAGES:

- English
- Russian
- Urdu

PROFILE

A qualified, hardworking, well-mannered Senior Cashier and Customer Service over four years of experience with a positive attitude seeking an opportunity to work in a reputed company where I can utilize my customer service skills and experience towards fulfilling company objective and accomplished a task on required time with excellent result.

All of my **Certificates** and **Degrees** are officially **Verified, Attested** from Boards, Universities, HEC, Foreign Office and UAE Embassy as Well.

EDUCATIONAL BACKGROUND

University of Peshawar, Pakistan
MASTER: (ECONOMICS)

University of Peshawar, Pakistan
MASTER: (INTERNATIONAL RELATIONS)

University of Malakand Pakistan
B.A: (ECONOMICS and STATISTICS)

TECHNICAL SKILLS

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Frontol 6

Awards

- three times best annual-selling award
- four times best seasonal -selling award
- Title of “**Best Cashier**” of all time

Areas of Expertise

- Cash Handling and management
- Credit card transactions and reconciliation
- Fast Counting with patience
- Inventory and stocking management
- Ability to work past under pressure
- Customer service with satisfaction
- Team leadership
- Smart appearance

PERSONAL DATA

Nationality : Pakistani
Marital Status : Single
Passport No : AN6823982
Date of Birth : 12/05/1986
Visa Status : two years own Visa
References : AUR

PROFESSIONAL EXPERIENCES

Financial Controller

Ankyr Mall: Saint Petersburg Russia. 6st March 2022 – 05st Nov 2022

- Manage financial transactions and Prepare financial reports
- Ensure accuracy of financial statements and analyses
- Overseeing all financial planning and analysis
- Recommend changes to improve financial performance
- Ensure quality control over financial transactions and financial reporting
- Developing plans for financial growth

Head Cashier

Ankyr Mall: Saint Petersburg Russia. 10st May 2020 – 05st March 2022

- Create and maintain a positive work environment for all cashiers
- Submit reports on incoming-outgoing cash, debit and credit transactions
- Supervise Process of refunds and returns through company rules
- Report Customer Complaints and refers to Director
- Take note of suspicious behavior of customers to director
- Ensure company policy and procedure are followed by all cashiers
- Train new hired Cashiers on main cash counters.

Cashier

Ankyr Mall: Saint Petersburg Russia. 1st June 2019 – 5st May 2020

- Manage Customer Transactions on Cash and card Payments
- Scan items used barcode scanner and ensure price are accurate
- Collect payments online whether in cash or credit
- Issue receipt, refunds or change of products
- Process refunds and returns through company rules
- Restocks, replaces and organize items on sales
- Maintain clean and tidy checkout area

Customer Service Representative

Ankyr Mall: Saint Petersburg Russia. 1st June 2018 – 31st May 2019.

- Welcome customers and provide them efficient service.
- Assist Customers in locating items
- ensure customer satisfaction with products or service
- follow up clients to check they satisfied with any purchase
- Ensure all prices of products and quantities are accurate.
- Assist customer with return and exchanges of products
- Answer customers questions and concerns