



NASSER KISEGERWA

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SUMMARY

Experienced Retail Cashier with a proven track record in customer service and transaction handling at TAMIMI MARKETS in Saudi Arabia and MEGA STANDARD in Uganda. Demonstrated expertise in operating point-of-sale systems, processing various payment methods, and managing cash transactions. Skilled in inventory management, restocking, and maintaining a clean and organised work area. Adept at resolving customer complaints professionally and ensuring compliance with store policies and safety protocols. Career goal includes advancing to a supervisory role within the retail sector to leverage extensive experience in enhancing operational efficiency and customer satisfaction.

EXPERIENCE

RETAIL CASHIER, 03/2022 - 11/2024

TAMIMI MARKETS, RIYAD, SAUDA ARABIA

Greet customers as they enter the store.

Assist customers with inquiries about products, pricing, and promotions.

Provide a friendly and helpful shopping experience.

Operate cash registers, point-of-sale (POS) systems, and payment processing machines.

Handle cash, credit cards, checks, and digital payment methods accurately.

Ensure the register is balanced at the beginning and end of the shift.

Scan, bag, and process purchases efficiently.

Apply discounts, coupons, and loyalty points where applicable.

Issue receipts and refunds as required.

Inventory and Stock Management

Restock shelves or counters near the cashier station when necessary.

Monitor and report low inventory levels.

Assist in counting and verifying stock during inventory checks.

Maintaining Work Area

Keep the cashier station clean, organized, and presentable.

Follow health and safety guidelines for cleanliness.

Ensure the security of cash, inventory, and sensitive customer information.

Problem Solving

Address and resolve customer complaints or escalate issues to a manager.

Handle price discrepancies, damaged items, or incorrect transactions professionally.

Compliance

Follow company policies and procedures for transactions.

Adhere to store safety protocols and anti-theft measures.

Comply with legal and regulatory requirements, such as age verification for restricted items.

Reporting

Generate daily sales reports and document discrepancies in the cash drawer.

Notify management of equipment malfunctions or security concerns.

RETAIL CASHIER, 01/2020 - 12/2021

MEGA STANDARD , KAMPALA, UGANDA

Customer Interaction

Greet customers warmly and provide excellent service.

Answer questions about products, prices, promotions, and store policies.

Transaction Handling

Operate cash registers or point-of-sale (POS) systems.

Scan items, calculate totals, and apply discounts or promotions.

Accept payments via cash, credit/debit cards, checks, or mobile wallets.

Issue receipts, refunds, or exchanges as needed.

Cash Management

Count cash in the register at the start and end of the shift.

Balance cash drawers and report any discrepancies.

Ensure secure handling of cash and other payment methods.

Packaging

Bag purchased items efficiently, ensuring customer satisfaction.

Handle fragile or delicate items with care.

Maintaining the Checkout Area

Keep the counter and surrounding area clean and organized.

Restock essential supplies like receipt rolls, bags, or promotional materials.

Resolving Issues

Address customer complaints or transaction-related issues politely.

Notify supervisors of unresolved problems or disputes.

Compliance

Follow store policies, including age verification for restricted items.

Adhere to safety and security procedures to prevent theft or

SKILLS

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|---------------------------------|----------------------------------|
| • Supply replenishment | • Point of sale operation |
| • Restocking inventory | • Credit card payment processing |
| • Currency sorting | • Refund processing |
| • Point Of Sale (POS) expertise | • Cash handling proficiency |
| • Order packing | • Monetary transactions |

EDUCATION

ST LAWRENCE SCHOOLS AND COLLEGE , UGANDA, 2010

A-Levels: HIGH SCHOOL

- [\[Degree\]](#) Graduate