



Mohammad Wajed Mala

Dedicated and customer-focused professional with seven years of experience as a cashier and merchandiser in fast-paced retail and restaurant environments. Skilled in providing exceptional customer service, efficiently managing transactions, and creating visually appealing product displays to drive sales. Proficient in inventory management, point-of-sale systems, and executing promotional strategies to optimize store performance. Known for strong attention to detail, teamwork, and the ability to balance multiple responsibilities while maintaining high-quality standards. Passionate about enhancing customer experiences and contributing to operational success.

Contact

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Address

Bur Dubai, Near Sharaf Dg Metro Station

Education

2021

**Khadijah Mohammad
Islamic Academy**
(Undergraduate)

2019-2020

**Iligan, Multi- Skills
Development Institute Inc.**
(Senior High School)

Expertise

- Inventory Management
- Collaboration
- Visual Merchandising
- Customer Service
- Speed and Accuracy
- Point-of-Sale Systems

Language

English

Tagalog

Work Experiences

January 2023-January 2025

Hareem Al Sultan Kitchen | Doha, Qatar

Cashier

- Greet customers warmly and provide information on menu items and promotions.
- Assist customers with placing orders accurately and efficiently.
- Address customer inquiries and resolve complaints in a professional manner.
- Operate the point-of-sale (POS) system to record orders and handle transactions.
- Ensure all orders are accurately entered into the system and communicated to the kitchen staff.
- Monitor the order status to ensure timely delivery or pickup for customers.
- Handle cash, credit/debit cards, and digital payment transactions with precision.
- Issue receipts, refunds, and change accurately.
- Balance cash drawers at the start and end of each shift, ensuring no discrepancies.
- Assist with packaging takeaway orders neatly and according to the restaurant's standards.
- Verify order accuracy before handing it to the customer or delivery personnel.
- Coordinate with kitchen staff to manage order flow and reduce wait times.
- Support teammates during peak hours to ensure smooth operations.
- Restock supplies, checks inventory, and fill out daily inventory form monitoring.

July 2016-July 2021

Haron's Merchandiser Inc. | Lanao Del Norte, Philippines

Merchandiser

- Monitor stock levels and coordinate with the inventory team to ensure timely restocking.
- Identify and address overstock or low-stock situations to minimize loss and maximize sales.
- Conduct regular inventory checks and report discrepancies to management.
- Assist customers with product inquiries, recommendations, and locating items.
- Address customer complaints regarding product availability or display issues.
- Ensure shelves are clean, organized, and well-stocked at all times.
- Remove damaged, expired, or unsellable items and update inventory records.
- Maintain a clutter-free, visually appealing store environment.
- Work closely with store managers and do other deliverables.
- Monitors correct pricing of the product in accordance to any price updates.

Character References

Haron U. Imam

Manager, Haron's Merchandiser Inc.

Phone: +639997416746

Email: N/A

Honey Gumawa

HR Coordinator, Hareem Al Sultan Kitchen

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