

SHABNAM KHATUN

CASHIER | INVENTORY CONTROLLER |
CUSTOMER SERVICE REPRESENTATIVE



PROFILE

With more than 2 years of dedicated experience, I am enthusiastic about delivering top-notch customer service and ensuring efficient transaction processing. My biggest career achievement includes fast learning during trainee days with no experience, soon after leading a cashier team to significantly enhance customer checkout experience.



WORK EXPERIENCE

WESTZONE GROUP 2022 - 2024
Lead Cashier | Customer Service | sales associate

- Transactions for over 100 customers daily, maintaining good transaction accuracy which contributed to the store's customer satisfaction.
- Trained and mentored 4 new cashiers, improving overall cash handling and transaction speed.
- Handled cash counter alongside receiving phone calls from customers regarding orders for 'home Managed deliveries' without getting exhaust, hesitant or confused.
- Also worked as picker or professional shopper, preparing phone call orders and orders through online platforms including Instashop, Talabat, Nownow etc. quickly getting back to cash counter after.
- Resolved an average of 7 - 8 customers per shift, mostly without the help from management, reinforcing positive company - customer relations.
- Supported many customers per day, recommending products and services to improve their shopping experience.
- Performed frequent audits of register area, maintaining exemplary standards of organization and cleanliness.
- Devised customer privacy protection protocols, ensuring zero breaches during my tenure.

WESTZONE GROUP 2023 - 2024
INVENTORY CONTROLLER

- Maintained accurate inventory records and track stock levels to ensure adequate stock availability.
- Excelled management software to track and manage inventory.
- Processed all incoming and outgoing deliveries, including preparing orders and shipping documentation.
- Prepared and submitted daily and monthly inventory reports.

EDUCATION

Saptashri Gyanpeeth 2016 - 2019
INDIAN SCHOOL CERTIFICATE (ISC) & INDIAN CERTIFICATE OF
SECONDARY EDUCATION (ICSE)
COMMERCE AND ECONOMICS

PERSONAL DETAILS

+971555161320

Al karama, Dubai .

sshabnam45ss@gmail.com

Visa Status - VISIT VISA

Valid Till - FEB 2025

D.O.B- 04/03/2001

Nationality- Indian

Marital Status- Single

SKILLS

- Cash handling
- Point-of-sale (POS) system proficiency
- Strong customer service skill
- Professionalism
- Excellent communication
- Attention to details
- Time management
- Familiarity with inventory control equipment

LANGUAGES

- English (Fluent)
- Hindi (Native)
- Nepali (Native)
- Korean (Basic)