

# Shabbir Hussain

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Lahore, Pakistan

## PROFESSIONAL SUMMARY

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Experienced and customer-focused professional with a successful track record in cashiering, counter assistance, and sales roles. Adept at handling transactions accurately and efficiently, managing cash registers, and providing exceptional customer service. Skilled in engaging customers, building relationships, and identifying their needs to deliver personalized solutions. Proven ability to exceed sales targets while maintaining a friendly and welcoming atmosphere. Strong organizational skills and the ability to thrive in fast-paced environments, ensuring smooth operations and customer satisfaction. Committed to upholding high standards of professionalism and integrity, I am ready to contribute my skills and dedication to a team-oriented organization in Canada.

## WORK EXPERIENCE

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### Salesperson / Cashier

Jun 2013 - Oct 2021

Han Mart • Potchefstroom, South Africa

- Performing cash-handling duties such as processing transactions, balancing tills, and reconciling cash at the end of the day
- Assisted customers in making informed purchasing decisions by providing product information and recommendations
- Maintained knowledge of current promotions, discounts, and product features to effectively sell to customers
- Achieved and exceeded sales targets through effective communication and customer service skills
- Actively listened to customer needs and concerns, and provided solutions to increase customer satisfaction
- Conducted regular inventory checks and restocked merchandise to ensure adequate product availability
- Collaborated with team members to ensure a positive and productive work environment
- Managed customer complaints and resolved issues in a timely and satisfactory manner
- Conducted sales transactions using point-of-sale (POS) systems and accurately processed Cash, credit, and debit card payment
- Managing and organizing product displays and inventory

### Counter Assistant / Cashier

Mar 1998- Oct 2012

Metropolitan Store • Lahore, Pakistan

- Greeted customers as they approached the counter and provided them with a warm and welcoming experience.
- Assisted customers with their orders, providing recommendations and answering any questions they had about products or services.
- Processed transactions and payments, ensuring accuracy and maintaining a high level of customer service.
- Monitored inventory levels and restocked products as necessary to ensure availability.
- Helped to manage crowds during busy periods, directing customers to available checkout lanes and monitoring the flow of foot traffic in the store
- Packed and bagged items for customers, ensuring they were handled with care and loaded

into their carts

- Maintained a clean and organized workspace, including the counter and surrounding areas
- Assisted with the preparation and presentation of products, such as arranging items on display shelves.
- Responded to customer complaints and worked to resolve any issues in a timely and professional manner.
- Followed cash handling procedures and performed cash register balancing at the end of each shift.
- Collaborated with colleagues to ensure efficient and effective operations of the counter and the business as a whole.

## EDUCATION

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### University Degree

Punjab College of Commerce Lahore, Pakistan

Apr 1992 - Oct 1995

## SKILLS

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- Proficient in accurately processing transactions, counting money, and maintaining cash registers with a high level of accuracy.
- Skilled in providing exceptional customer service, actively listening to customer needs, resolving inquiries, and ensuring customer satisfaction.
- Well-versed in understanding product features, specifications, and benefits, allowing for effective communication and upselling to customers.
- Proven ability to meet and exceed sales targets through persuasive selling techniques, building customer rapport, and offering suitable product recommendations.
- Capable of efficiently managing multiple tasks, such as handling transactions, addressing customer inquiries, restocking merchandise, and maintaining a clean and organized work area.
- Strong team player with excellent communication skills, collaborating effectively with colleagues, supervisors, and cross-functional teams to achieve common goals.
- Proficient in identifying and resolving customer concerns, handling difficult situations, and finding effective solutions to ensure customer satisfaction.
- Meticulous in maintaining accurate records, handling financial transactions, and ensuring pricing accuracy to prevent errors and discrepancies.
- Quick learner who can easily adapt to new systems, procedures, and changing work environments, ensuring a seamless transition and maintaining productivity..
- **Proficient in MS office all suite of Applications**
- **Have a valid driving license.**

## VOLUNTEER WORK

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### Served as a member of The Citizens Foundation

The Citizens Foundation • Lahore, Pakistan

Nov 2008 - May 2009

- Served as a member of The Citizens Foundation, a non-profit organization dedicated to providing education to underprivileged children in Pakistan.
- Participated in fundraising efforts and helped to organize events to raise awareness about the organization's work