



SULPHIYA MUHAMMED

Cashier

CONTACT

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PERSONAL DETAILS

Date of Birth : 30/04/1999
Marital Status : Married
Nationality : Indian
Passport : Y7589934
Gender : Female

SKILLS

Positive thinking and emotional intelligence



Flexibility and adaptability



Attention to detail and Fast learner



Critical thinking and creativity



Problem-solving and decision making



Time management



Collaborative leadership



Organisation and planning



OBJECTIVE

To utilize my technical skills and provide a professional service to customers by applying and honing my knowledge and working in a challenging and motivating working environment.

EXPERIENCE

Cashier 13/10/2023 -
Taj Al Madina RAK 13/12/2023

Provides a positive customer experience with fair, friendly, and courteous service.

Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.

Resolves customer issues and answers questions.

Enters price changes by referring to price sheets and special sale bulletins.

Provides pricing information by answering questions.

Balances cash drawer by counting cash at beginning and end of work shift.

Customer Care Executive 06/01/2022 -
ISON Xperiences Chennai 26/06/2023

Manage large amounts of incoming calls.

Generate sales leads.

Build sustainable relationships and trust with customer accounts through open and interactive communication.

Provide accurate, valid and complete information about our products.

Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

Keep records of customer interactions, process customer accounts and file documents.

Customer Service Executive 02/01/2021 -
Akshaya E Centre Odakkaly 04/01/2022

Provides a positive customer experience with fair, friendly,

Communication and interpersonal skills



Basic computer knowledge (MS Office, Word, Excel)



ACHIEVEMENTS & AWARDS

National Service Scheme Volunteer - 2015 to 2017

Kerala Voluntary Youth Action Force Volunteer -2018 to 2019

Civil Defense Volunteer - 2020 to Present

Volunteered in Kerala during the 2018 floods with the Kerala Voluntary Youth Action Force

Participated in 2019 NDRF Training in Chennai, India

Participated in 2021 Cyclothon organized by Fire Force and Civil Defense in Kerala.

LANGUAGES

Tamil - Speak, Write, Read

English - Speak, Write, Read

Malayalam - Speak, Write, Read

Hindi - Write, Read

INTERESTS

Swimming, Cycling & Badminton

Travelling & Hiking

Reading

and courteous service.

Resolves customer issues and answers questions.

Provides Online Application Services(Admissions, Scholarships, Fee payments,etc.)

Provides Aadhar, Pancard, Passport, Election ID, Ration card,etc...services.

Data entry services.

Nursing Assistant

23/08/2020 -

Covid First Line Treatment Centre

12/12/2020

Prepares patient chartsheets and records their updates.

Provides necessary assistance to duty doctors and nurses.

Patients are provided with prescribed medicines and food on time.

Communicate with patients and know their needs.

In case of emergency, notify duty doctor/nurse.

Cashier Cum Sales Girl

05/07/2017 -

Mottus Silk Collections

10/07/2019

Provides a positive customer experience with fair, friendly, and courteous service.

Let the customers look on the products and make suggestive approach.

Do the sales entry.

Provides pricing information by answering questions.

Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.

Balances cash drawer by counting cash at beginning and end of work shift.

EDUCATION

Polymer Technology

2017

G V H S S Odakkaly
75%

S S L C

2014

G H S S Kuttampuzha
74%

DECLARATION

I hereby declare that the above mentioned information is true and I bear the responsibility for the correctness of the above mentioned particulars.

SULPHIYA MUHAMMED