



SUSMA DULAL

SALES CASHIER

PERSONAL PROFILE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

WORK EXPERIENCE

Sales Cashier

BHAT-BHATENI DEPARTMENT **STORE, KTM, NEPAL**
AUGUST 2021 – SEPTEMBER 2023

- Accurately count and manage cash, checks, credit card payments, and other forms of payment
- Provide friendly and efficient customer service by greeting customers, answering their questions, and addressing concerns.
- Process transactions accurately and swiftly, ensuring that payments are recorded correctly.
- Operate cash registers, POS (point of sale) systems, and other payment processing equipment.
- Ensure that products are correctly priced and scanned, and resolve pricing discrepancies.
- Process returns, exchanges, and refunds by company policies.
- Balance the cash drawer at the beginning and end of shifts to ensure accuracy and accountability.
- Reconcile daily cash transactions with sales receipts and report any discrepancies. Issue receipts for transactions and maintain accurate records of all transactions. Maintain the security of cash and financial instruments, following established security procedures.
- Adhere to company policies and procedures regarding cashiering, returns, and refunds.
- Assist in monitoring and managing inventory levels, reporting low-stock items to the appropriate personnel.
- Stay informed about the products or services the business offers to better assist customers.
- Maintain a clean and organized cashier station, including stocking bags, paper rolls, and other supplies as needed.
- Suggest additional products and services to customers, increasing sales and customer satisfaction.

CONTACT ME AT



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SKILLS SUMMARY

Customer Service
Budgeting and Cost
Staff and User Training
Analytical & creative thinking
MS Office
Self-motivated professional Team
Management
Proactive
Building relationship

EDUCATIONAL HISTORY

Bachelor Degree

Tribhuvan University, KTM Nepal

VISA STATUS

OWN VISA

PERSONAL DETAILS

Date of Birth - 15/07/1993
Nationality - Nepali
Gender - Female
Status - Married

LANGUAGE

NEPALI
ENGLISH
HINDI

Sales Associates

U.F.O. The Clothing Store Feb 2020-2021 APR

- Assist shoppers locate the products and goods they desire
- Perform cash processing and card payments
- Maintain in-stock and presentable condition assigned areas
- Remain knowledgeable on products offered and discuss available options
- Team up with co-workers to ensure proper customer service
- Build productive trust relationships with customers
- Operating cash registers, managing financial transactions, and balancing drawers.
- Directing customers to merchandise within the store.
- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.
- Maintaining an orderly appearance throughout the sales floor.
- Introducing promotions and opportunities to customers.
- Cross-selling products to increase purchase amounts