 **Syed Ijaz Hussain Shah**

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**Professional Summary:**

Results-driven Branch Cashier Supervisor with over 15 years of expertise in team leadership, cash operations, and customer service management within high-volume retail environments. Skilled in optimizing processes, enhancing customer satisfaction, and ensuring compliance with VAT and operational standards. Proven track record of leading teams, streamlining workflows, and driving business performance through effective communication, conflict resolution, and data-driven decision-making.

**Work Experience:**

**Branch Cashier Supervisor, Day to Day International Trading LLC, UAE**January 2022 – December 2024

### Supervised a team of 52 cashiers, ensuring accurate billing, VAT compliance, and smooth cash counter operations.

### Managed cash operations with a focus on accuracy, handling multi-currency transactions during peak operational hours

### Performed multi-currency reconciliations, ensuring 100% accuracy in exchange rates and transaction logs.

### Proficient in using currency counters and handling foreign exchange systems for smooth operations

### Prepared comprehensive daily, weekly, and monthly reports on sales, cash flow, and inventory, including variance analysis to identify and rectify inefficiencies.

* Maintained Point of Sale (POS) systems, collaborating with IT to minimize downtime and ensure seamless operations.
* Increased customer satisfaction scores by 70% through effective complaint resolution and staff training in service excellence.
* Monitored customer behavior to design impactful promotional strategies and optimize merchandising displays.
* Resolved escalated customer and staff issues quickly, fostering a positive shopping environment.
* Streamlined branch operations by implementing process improvements, enhancing efficiency, and achieving business objectives.
* Led and motivated a diverse team, consistently meeting sales and operational targets through effective leadership and delegation.
* Managed staff schedules, attendance tracking, and performance reviews to drive productivity and team development.
* Maintained employee records and branch documentation, ensuring full compliance during audits.
* Acted as a liaison with head office for policy updates, operational changes, and team communication.

**Assistant Floor Manager HR Mega Mart, Pakistan**  
January 2016 – December 2021

* Led and supervised floor staff to meet sales targets and ensure high customer satisfaction levels.
* Resolved customer complaints and inquiries promptly, maintaining a positive shopping environment.
* Monitored stock levels and ordered supplies, ensuring store displays were well-stocked and appealing.
* Implemented promotional strategies and trained staff to increase sales and improve customer service.
* Ensured store hygiene and compliance with safety regulations.
* Maintained sales and stock records, reporting to management for operational improvements.

**Head Cashier Sunny Mega Stores, Pakistan**  
October 2012 – December 2015

* Managed cash operations, ensuring accurate cash handling and reconciliation of cashier transactions.
* Supported cashiers during peak periods, ensuring a smooth checkout process and resolution of customer concerns.
* Developed cashier schedules and ensured optimal staffing during busy periods to improve operational efficiency.

**Service Executive Dawlance, Gujranwala, Pakistan**  
November 2008 – September 2012

* Managed branch operations, ensuring adherence to company policies and industry regulations.
* Built strong relationships with dealers and franchises, improving business partnerships and customer satisfaction.
* Supervised technical service staff and resolved customer complaints, ensuring high service standards.
* Monitored daily collections, performed reconciliations, and ensured timely deposits.
* Reported on key performance metrics to the Branch Manager, including revenue, satisfaction, and warranty issues.

### **Key Skills**

### Team Leadership & Staff Supervision

### Cash Management & Reconciliation

### Customer Service Excellence

### Conflict Resolution & Problem-Solving

### VAT Compliance & Financial Reporting

### Effective Communication & Interpersonal Skills

### **Education**

**Bachelor’s Degree in Commerce**  
University of the Punjab, Lahore, Pakistan 2008 (Verified from MOFA Dubai)

### **Certifications**

* Customer Centricity (British Council of Pakistan, 2018)
* Digital Literacy (DigiSkills, Pakistan, 2018)

### **Languages**

### **English** (Fluent)

### **Urdu** (Fluent)

**References**:

Available upon request.