

BIODATA

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PROFILE SUMMARY

Dedicated and customer-oriented cashier with 4 years of experience in handling cash, credit, and debit card transactions in a fast-paced retail environment. Proven ability to provide exceptional customer service and maintain a clean and organized checkout area. Skilled in POS systems, accuracy in cash handling, and resolving customer inquiries efficiently.

WORKING EXPERIENCE:

Cashier/Customer Service Majid Al-Al Futtaim Hypermarkets LLC| March 2022-Nov 2023

- Process transaction accurately and efficiently
- Handle cash ,credit card and mobile payments
- Operate point of sale(pos) systems and scanners
- Manage cash register and maintain accurate cash handling.
- Provide change and refund as needed.
- Handle cash returns and exchanges
- Maintain clean and organized workspace
- Collaborate with colleagues to achieve sales goals
- Meet customer service standards
- Balance cash register at the end of shift

Textiles stocker/Salesperson |Majid Al-Futtaim Hypermarkets LLC | Aug 2021-Feb2022

- Receive and inspect textile shipments.
- Unload and store materials in designated areas.
- Organize and maintain inventory in a neat and orderly manner.
- Label and tag materials with identification numbers or codes.
- Update inventory records and databases.
- Monitor stock levels and report low inventory or discrepancies.
- Prepare and package materials for shipment or delivery.

E-Commerce | Majid-Al futtaim Hypermarkets LLC | Jan 2021-July 2021

- Developing and executing e-commerce strategies resulting in increase in online sales within the company.
- Managed the end-to-end operations of the e-commerce platform, including website management, inventory control, and logistics coordination.
- Implemented digital marketing campaigns (SEO, PPC, email marketing) that improved customer acquisition and increased conversion rates.
- Collaborated cross-functionally with marketing, IT, and product teams to enhance user experience and optimize website functionality.
- Analyzed market trends and competitor activities to identify growth opportunities and develop strategic initiatives to capitalize on them.

Cashier | Serena – Kampala | 2017- 2019

- Managed to welcome guests with greetings and smiles.
- Operating the cash register and credit transactions
- Keeping track of charges to guests for room services, telephone calls and valet services.

Customer Service Airtel Uganda| 2014-2016

- Listening to customer's question and concerns and providing answers or solutions
- Respond to customer requests offering excellent support
- Investigate and resolve customer inquiries and complaints quickly.

RELEVANT SKILLS

- Proficiency in English both spoken and written contexts
- I.T skills with knowledge in computer networking, internet, MS word, excel, power point, access and publisher
- Organization to sort, shelve and display products
- Communication
- Customer service with certificate in customer experiences
- Interpersonal skills and team work
- Attention to detail
- Ability to lift light and medium weights

LANGUAGES

- English
- Arabic
- Swahili

References

“Upon request”