

# WILTER MORAA MAGETO CASHIER

Dubai,UAE.

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## PROFESSIONAL SUMMARY

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Strongly dedicated and reliable Retail Cashier with an outstanding client satisfaction history and superior work ethic. Adept at functioning well as an independent worker with little to no supervision or as part of a retail executive management team. Especially skilled at maintaining superb relationship networks with clients, vendors and all levels of staff with a degree of courtesy and professionalism.

## KEY SKILLS

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- Knowledge of basic math and computer skills
- Excellent customer service skills
- Strong communication and interpersonal skills
- Active listening and problem solving abilities
- Highly accurate and attentive to details
- Proficient in operating point-of-sale(POS) systems
- Able to multi task in a fast paced environment
- Time management aptitude

## WORK EXPERIENCE

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- **EMIRATES NATIONAL OIL COMPANY(ENOC)** OCT 2021 - DEC 2024  
CASHIER  
ACCOMPLISHMENTS
  - Handled a busy store check-out counter, taking care of approximately 55 customers per hour during a rush period and perfectly balancing the till at the end of the day.
  - Rang up sales, bagged items, requested price checks, honored coupons, collected payment and gave appropriate change with 100% accuracy such that most repeat customers always came to my till.
  - Counted money in cash drawers with no discrepancy in over 100 transactions at the beginning and end of shift carefully and this led to my having a positive tally at the end of each shift making the Shifts in Charge always requesting to be on their shift.
  - Greeted customers with a warm smile always, handled their concerns diligently, guided them and provided relevant information leading me to win the Mystery Shopper three times in a row and this in turn made me Employee of the Month 4 times consecutively.
  - Liaised with vendors and suppliers respectfully and attended to them promptly, processed return of damaged and expired products while receiving new and fresh produce and products and this made vendors always want to deal with me when they came to the store.
  - Facilitated onboarding of new hires through assisting in the recruitment process by posting job ads, screening resumes and trained 14 new cashiers on POS cash register operation, customer service and record keeping.
- **PETMA HOTEL** JUL 2019 - SEP 2021  
CASHIER  
ACCOMPLISHMENTS
  - Managed transactions with customers using cash registers, collected payment whether in cash or credit, issued receipts, refunds, change or tickets during lunch hour rush period alternating 2 points of sale(POS) reducing customer lag.
  - Tracked over 400 transactions on balance sheets, reported any discrepancies, balanced tally perfectly at the end of every shift which led to the management promoting me to Executive Cashier in charge of all the cashiers.
  - Handled merchandise returns and exchanges, resolved customer complaints with a 90% feedback rate and came up with performance improvement plans for the cashiers regularly to ensure smooth and seamless contact flow with guests.
  - Managed bookings and reservations, facilitated hotel repairs and liaised with supplier and maintenance creating an interpersonal relationship which led to a significant 35% cost reductions to the hotel.
  - Greeted and thanked customers when entering and leaving the hotel, maintained clean and tidy check out areas, bagged, boxed and gift wrapped packages ensuring 100% guarantee on repeat customers.

## EDUCATION

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- **University of Nairobi** 3.9 GPA  
Bachelor of Arts (BA)  
BA in Sociology, Psychology and Tourism
- **ArchBishop Njenga Girls High School** 3.7 GPA  
High School Diploma  
Diploma in Social Sciences

## LANGUAGES

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- English (Fluent)
- Swahili (Fuent)
- Arabic (Conversational)