

**ENERGETIC AND CORDIAL
CUSTOMER SERVICE
PROFESSIONAL WITH SKILLS IN
MONEY MNGMT**

Shahnawaz Ahmad

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SUMMARY

I am highly motivated and customer-oriented Sales Cashier with experience in maintaining excellent customer service standards, handling cash register operations, and safeguarding company assets. Possesses excellent verbal and written communication skills, good math skills, and problem-solving skills.

CAREER OBJECTIVE

.Dedicated, adaptable, and supportive cashier eager to leverage retail experience and cash register handling skills to pursue new opportunities to support a retail brand's goals. Positive communicator looking to join a positive and motivated team of professionals

SKILLS

Skills

Greeting customer
POS systems.
Provided training.
Product knowledge.
Communication.
Speed.
Math.
Personable.
Hard-working.

EXPERIENCE

Dec-2019 - Feb-2022

UCS RETAIL PVT LTD SAUDIA ARABIA

Cashier

.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.
Bags purchases if needed.
Processes return transactions.

Mar-2017 - Aug-2018

ALHOKAIR FASHION RETAIL GROUP SAUDI ARABIA

Cashier

Greeting customer
Collects payments by accepting cash, check, or charge payments from customers and makes change for cash customers. Verifies credit acceptance by reviewing and recording driver's license number; and operating credit card authorization systems. Balances cash drawer by counting cash at beginning and end of work shift

May-2022 - Oct-2023

BIG BAZAR RETAIL INDIA

Sales associate	<p>Training new employees using product and company knowledge. Teaching new employees sales strategies through leading by example. Processing customer transactions. Building rapport with customers. Closing sales and adding additional items through the use of various sales techniques.</p>
Jan-2013 - Dec-2016	MASS CALL NET PVT LTD INDIA
Team leader	<p>Organizing work. Communicating goals. Connecting work to context. Delegating tasks. Leading by example. Allocating and managing resources. Problem solving. Managing project progress</p>
Nov-2018 - Nov-2019	BIG BAZAR RETAIL INDIA
Sales associate	<p>Greet and direct customers. Provide accurate information (e.g. product features, pricing and after-sales services) Answer customers' questions about specific products/services. Conduct price and feature comparisons to facilitate purchasing. Cross-sell products. Ensure racks are fully stocked</p>

EDUCATION

Degree/Course	University/Board	Year of Passing
BA	Patna University	2010
I com	BSEB	2007
Matriculation	BSEB	2006

ACHIEVEMENTS

Achievement	<p>Achieved the highest average transaction value among the sales team, resulting in increased sales revenue.</p> <p>Assisted customers in selecting products that met their specific needs, resulting in a 25% upsell rate.</p> <p>Implemented cross-selling strategies, leading to a 20% increase in add-on purchases.</p>
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STRENGTHS

Problem solving skills is my strength and I pride myself on being able to quickly and efficiently analyze and solve complex problems by considering different presspactive.

AREAS OF INTERESTS

The key responsibilities of a sales associate include engaging with customers, highlighting promotions, responding to customer inquiries, visual merchandising, managing inventory, carrying out transactions, and guiding customers through the buying process.

HOBBIES

Reading books playing cricket and net surfing

PERSONAL DETAILS

Address	Sharjah city centre Sharjah, Dubai, 00000
Passport detail	P2009994 Date of issue: 11/08/2016 Date of expiry: 07/11/2026
Date of Birth	05 June 1991
Gender	Male
Nationality	Indian
Marital Status	Married
Languages Known	Arabic English Hindi

DECLARATION

I solemnly declare that all the information furnished in this document is free of errors to the best of my knowledge.

Shahnawaz Ahmad