



FATUMAH NAMPIIMA

Versatile Cashier with exemplary cash register skills and proven commitment to store cleanliness and safety. Leads with high levels of customer service and engagement efforts.

WORK HISTORY

STOCKER/MERCHANDISER

AL MAYA SUPER MARKET DUBAI | UAE, 2 YEARS (2019-2021)

- Followed stock adjustment procedures to correct inaccuracies in cycle counting activities.
- Controlled best before dates to properly utilise stock.
- Analysed sales to identify top-performing products.
- Produced attractive signage for products, offers and sales promotions.
- Worked with store management to assess customer preferences and tailor merchandising accordingly.
- Developed visual merchandising strategies to enhance product presentation and attract customer attention.
- Arranged product displays to maximise cross-selling opportunities and increase sales.
- Maintained neat and clean store areas in line with health and safety policies.
- Located and retrieved requested products on shop floor and in storage areas.

CASHIER

AL MADINA HYPER MARKET | DUBAI 2 YEARS (2021-2023)

- Completed opening and closing procedures each day
- Contributed to high percentage profitability increase through effective cross-selling and promotion of weekly specials
- Used cash registers and POS systems to request and record customer orders and compute transactions
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout
- Processed sales, exchange and refund transactions efficiently to reduce customer waiting times
- Delivered outstanding customer care with proactive sales and listening skills
- Scanned products quickly, memorising codes and prices for unmarked products
- Greeted customers entering store and responded promptly to customer needs
- Helped meet business needs by working extra shifts
- Reduced customer wait times through optimised checkout processes.

LANGUAGES

ENGLISH: ARABIC:

+971561380552

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Dubai

SKILLS

- Guest and client satisfaction
- Customer service
- Service knowledge
- Loss prevention
- Complaint handling
- Credit and debit processing
- Account management
- Till accuracy
- Regulatory compliance expertise
- Monetary transactions
- Point Of Sale system operation
- Cash counting machine operations
- Money management
- Safe balancing
- Payment processing
- Product recommendations
- Service upselling
- Price changes
- Customer advising
- Scanner operations
- Merchandise display development

EDUCATION

YMCA

Associate's degree