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cecilia.felista@gmail.com

Jumeirah, Dubai

Nationality-Kenyan

Education

Bachelor of Commerce

Catholic University of Eastern Africa
2008-2011

High School Diploma

Moi Forces Academy
2004-2007

Skills

Cash Handling

Customer Service

Adaptable and honest

Resourceful

Team Player

Computer Skills and Knowledge of POS system

Basic Math and Visual Merchandising

Language

English

Trainings

Customer Service

Cash Handling and Stock Taking

FELISTA NJUGUNA

Cashier

Objective

I am an outgoing and enthusiastic person who is seeking a challenging career in the retail industry where I will be able to provide prompt and excellent service to all customers

I do have a positive and enthusiastic attitude with excellent communication and listening skills with a successful performance record of meeting and exceeding customer's expectations leading to return in business

Work Experience

2022

-

2024

Lulu Supermarket

Cashier

Duties and Responsibilities

- Handle an average of 300+ transactions per day, processing payments through cash, credit, debit, and mobile payment systems.
- Achieve 98% customer satisfaction ratings, consistently recognized for speed and accuracy.
- Maintaining adequate change denominations and requesting additional change.
- Manage daily cash reports and ensure the balance of the cash drawer at the end of each shift.
- Responsible for accepting payments and distributing change when necessary.
- Quickly and accurately process transactions.
- Maintain a clean and organized register and checkout area.
- Tidy and reorganize point-of-purchase stock during downtime.

2015

-

2022

Naivas Supermarket

Stocker Cum Senior Cashier

Duties and Responsibilities

- Handled high-volume customer interactions and resolved complaints, leading to a 20% improvement in customer satisfaction.
- Assisted in weekly stock audits, ensuring a smooth inventory process and reducing stock discrepancies
- Maintaining adequate change denominations and upon of requesting additional change.
- Trained junior cashiers on POS systems, customer service, and best practices, contributing to a 15% increase in checkout efficiency.
- Prepare reports and provide cash flow information to management.
- Ensured all registers have the correct amount of cash at all times and resolving price checks for customers.

Felista Njuguna

Dubai

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19/9/2024

Hiring Manager

T.Choithrams & Sons

Po Box 5249

Deira,Dubai ,UAE

Dear Hiring Manager,

I am writing to express my interest in the Cashier position at Choithram Supermarket as advertised on Company Website. With over five years of experience in fast-paced retail environments, I have developed strong skills in customer service, cash handling, and problem-solving. I am confident that my commitment to providing excellent service and my ability to work efficiently under pressure will make me a valuable addition to your team.

In my most recent role at Lulu Supermarket, I successfully managed over 300 transactions per day with a 99% accuracy rate, contributing to a 20% reduction in cash discrepancies. My focus on creating a positive customer experience resulted in a 98% customer satisfaction rating, and I was recognized for maintaining high standards even during peak periods. Additionally, I have trained and mentored junior cashiers, helping them improve their efficiency and accuracy.

What excites me about the opportunity at Choithram Supermarket is the emphasis on customer service and teamwork, both of which are areas I excel in. I am eager to bring my expertise in transaction management, problem-solving, and customer care to Choithram Supermarket, where I can continue to grow professionally while contributing to the success of your store.

I would love the opportunity to discuss how my skills and experience align with your needs in more detail. Thank you for considering my application. I look forward to the possibility of

joining the Choithram Supermarket team and contributing to a positive and efficient checkout experience for your customers.

Sincerely,

Felista.