



# PHYOE HEIN KYAW

## Team Member

### MY CONTACT

☎ +971-529185903

✉ heinkyaw.phk@gmail.com

📍 Dubai, United Arab Emirates

### CORE SKILL

- Customer Service
- Communication Skills
- Problem-solving
- Adaptability/Flexibility
- Creativity/Innovation
- Detail Oriented
- Teamwork and Collaboration
- Multitasking Abilities
- Interpersonal Skills
- Quick Learner
- Time Management
- Active Listening
- Friendly and Helpful
- Display Setup
- Product Knowledge
- Stock Management
- Computer Skills

### LANGUAGE

English Intermediate

Myanmar Native

### EDUCATION

Bachelor of Computer Technology  
University of Computer Studies, Yangon,  
Myanmar  
2010 - 2016

Pro Diploma in Network Engineering  
ICTTI and JICA, Yangon, Myanmar  
Completed in Oct-2016

### ABOUT ME

Highly efficient Team Member well established in fast-paced and challenging environments. Eager to learn with aptitude for applying new knowledge with skill and efficiency. I have experience working as a cashier and in customer service. I'm good at handling cash transactions, using different POS systems, and keeping accurate financial records. I'm skilled at giving great customer service, boosting sales, and making sure customers have a good experience. I know how to work well with a team to reach our goals. I want to use my cashiering and customer service skills to help the company succeed.

### WORK EXPERIENCE

○ May 2020- March 2024  
Ahla Thit Shopping Center | Dawei, Myanmar

#### Sales Associate

- Greet customers and provide a welcoming atmosphere.
- Using cash registers, scanners, and other related equipment efficiently.
- Handle cash transactions securely, count cash accurately, and cash drawer at the end of each shift.
- Track transactions on balance sheets and report any discrepancies.
- Informing about any discounts, promotions or special pricing to customers and patrons.
- Maintain clean and tidy checkout areas.
- Processing returns and exchanges according to store policies.

○ February 2018 - May 2020  
City Mart Holding Co., Ltd | Yangon, Myanmar

#### Sales Associate

- Greet and assist customers in a friendly and professional manner.
- Operate cash register and handle financial transactions accurately.
- Stock shelves and ensure products are properly displayed and organized.
- Maintain cleanliness and tidiness of the store.
- Monitor inventory levels and notify management of low stock or product shortages.
- Informing customers about promotions or complementary products to increase sales.
- Collaborate with team members to achieve sales targets and maintain a positive work environment.

○ December 2016 - February 2018  
Lucky Seven Tea House | Yangon, Myanmar

#### Waiter Cum Cashier

- Greet and guide guests to their respective tables.
- Provide menu and thorough information about food preparations.
- Suggest menu options when asked.
- Converse order particulars to the kitchen staff.
- Deliver food and drink orders.
- Organize the table and keep up a neat and clean dining area.
- Handle bill payments accurately and efficiently.