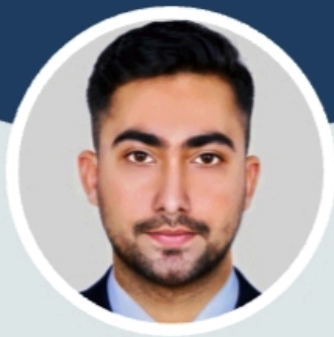





Shoaib Uddin





Personal details


 Shoaib Uddin

 shoaibkandhro814@gmail.com

 +971543867248

 Dubai, UAE

 March 14, 2001

 Pakistani

Skills

Call Screening and Forwarding

Exceptional Customer Service

Cash Handling and Transactions

Counterfeit Note Identification

Opening and Closing Procedures

Barcode Scanning

Problem Solving

Profile

I excel at creating inviting and organized work environments, which foster positive customer experiences and enhance store ambience. My proactive approach ensures that all customer interactions are handled with prompt attention and professionalism.

Education

Bachelor of science **May 2018 - Oct 2020**
Govt Degree College Nasirabad.

Intermediate **Apr 2016 - May 2018**
Govt Degree College Nasirabad.

Matriculation **Mar 2011 - Apr 2016**
Govt boys high school Nasirabad.

Experience

Customer Service Cashier **Jul 2023 - Present**
Cityman power gym, Dubai, UAE

- Resolve customers complaints with empathy and professionalism, ensuring repeat business.
- Answering screening and forwarding incoming phone calls.
- Handled cash transactions with precision and maintained accurate register records.
- Provided exceptional customer service by resolving issues and answering customer questions.
- Processed payments through various methods including cash, credit card, and mobile payments.
- Maintained a clean and organized work area to enhance the customer experience.

Cashier **Feb 2022 - May 2023**
Imtiaz hypermarket, Karachi.

- Checked notes carefully to spot counterfeit currency.
- Completed opening and closing procedures each day.
- Used barcode scanner proficiently, speeding up transaction times.
- Kept track of price changes, aiding in accurate scanning at

Effective Communication

Professionalism under
Pressure

Computer proficiency

Languages

English ● ● ● ● ●

Urdu ● ● ● ● ●

Hindi ● ● ● ● ●

Sindhi ● ● ● ● ●

the till point.

- Increased customer retention by offering loyalty schemes at checkout.
- Resolved customer complaints with empathy and professionalism, ensuring repeat business.
- Executed nightly closing procedures, ensuring all transactions and store security protocols were completed.

Merchandiser

Aug 2020 - Feb 2022

Imtiaz hypermarket, Karachi.

- Managed inventory to secure high-performing seasonal collections in line with customer demand.
- Ensured accurate pricing and labelling of all products on display.
- Achieved improved product placement with negotiation skills.
- Delivered exceptional customer service to enhance shopping experience.
- Coordinated with store management to ensure effective promotional display setups for new products.

Courses

**Certificate in information
technology (C.I.T)**

2018

New World Academy of Computer Science Nasirabad