



# MALIK AFAQ

## WORK EXPERIENCE

### **SEWA | Cashier**

February 2022 - Present

- Providing customers a personalised, friendly and efficient cashiering service.
- Taking payments from customers via cash, cheques and credit cards.
- Helping to resolve customer complaints.
- Maintaining a clean work space.
- Training new cashiers.

### **SEWA | Cashier/Customer Happiness Consultant**

December 2014 – March 2021

- Provided exceptional customer service.
- Accurately processed customer transactions and maintained cash drawers.
- Resolved customer complaints, guided them and provided relevant information.
- Worked in fast paced and exacting environment with no room for error.
- Awarded employee of the month for constantly executing great work.

### **Sharjah Football Club | Storekeeper**

November 2009 - November 2014

- Follow all standards for issuing and receiving stocks within the store's area of operation.
- Organized and managed relevant correspondence and produced weekly reports.
- Maintained a clean and safe work environment, pro-actively participated in team meetings with supervisors, and performed other tasks as assigned.
- Stocked materials according to the prescribed inventory system.

## Summary

A competent cashier with a friendly personality and plenty of customer service experience, including the ability to communicate with customers clearly and politely. My goal is always to provide the best possible solution for the customer while maintaining a possible positive relationship.

## CONTACT

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📍 Sharjah, UAE

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## SKILLS

- ✓ Costumer service
- ✓ Strong negotiating skills
- ✓ Teamwork
- ✓ Interpersonell skills
- ✓ MS Office
- ✓ Oracle
- ✓ SAP

## EDUCATION

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### Intermediate | Science

Abasen Public School and College Mansehra

### Diploma Office Automation

New Institute of Modern Languages Mansehra

## LANGUAGES

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English: Advanced

Arabic: Fluent

Urdu: Native