



JYOTIKA SHARMA

Cashier



ABOUT ME

To obtain a position as a cashier where I can utilize my exceptional customer service skills, attention to detail, and ability to handle cash and credit transactions accurately and efficiently. I am seeking a challenging and rewarding role in a fast-paced environment where I can contribute to the success of the company.



CONTACT ME



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TOP SKILLS



Cash handling



Basic math skills



Attention to detail



Customer service



Time management skills



Problem solving



Listening



Technical skills



Multi-tasking



WORK EXPERIENCE

CUSTOMER SERVICE EXECUTIVE



Al Jaber Exchange,Abu Dhab...



10/2021 - 11/2022 (1 year, 1 mo...

- . Responding to customer inquiries and resolving complaints through various communication channels such as phone calls, emails, and live chat
- . Identifying and assessing customers' needs to provide appropriate solutions and services
- . Maintaining accurate records of customer interactions and transactions
- . Cooperating with other departments to ensure smooth operation and customer satisfaction
- . Maintaining a high level of professionalism, positive attitude, and empathy towards customers
- . Meeting individual and team performance targets and improving customer service standards through continuous evaluation and feedback.

SENIOR CASHIER



India Palace Restaurant,Abu D...



06/2018 - 09/2021 (3 years, 4...

- . Managing cash registers and ensuring accurate transactions
- . Balancing cash drawers at the beginning and end of shifts
- . Handling customer complaints and concerns in a professional manner
- . Upselling menu items and promoting special promotions
- . Handling credit card transactions and reconciling credit card machines
- . Maintaining cleanliness and organization of cashier station
- . Providing excellent customer service and creating a positive dining experience for guests.

CASHIER



HDFC Bank,Siliguri,West Bengal,India



06/2023 - Current

- . Perform transactions quickly and accurately
- . Verify customer's identity
- . Answer customer's queries and provide solution related to their transactions
- . Count and balance cash drawer at the end of the day
- . Promote bank services and products
- . Handle end of day reporting and filing



EDUCATION

BACHELOR OF ARTS



Sikkim Manipal University,Ga...



04/2012 - 04/2015 (3 years, 1...

English {Honours}

COURSES

BASIC COMPUTER TRAINING PROGRAM



Aptech computer training insti...



03/2010 - 09/2010 (7 months)



FOREIGN LANGUAGES

English (C2)

★★★★★

Hindi (C2)

★★★★★

Arabic (A1)

★

Nepali (C2)

★★★★★