

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



\_istening



Technical skills



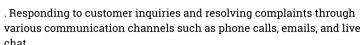
Multi-tasking



## **WORK EXPERIENCE**

### **CUSTOMER SERVICE EXECUTIVE**





- . 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  $% \left( 1\right) =\left( 1\right) \left( 1\right$
- . 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



- . 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
- . Maintaining cleanliness and organization of cashier station
- . Providing excellent customer service and creating a positive dining experience for quests.

### **CASHIER**



- . 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

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### **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**

Nepali (C2)  $\star \star \star \star \star$