

## Cashier cum Customer Service Professional with 11+ Years of Experience



### FIROZ KHAN S

BELSHALAT Bldg,  
Al Karama 1, Dubai  
Mobile: +971 58 1537828  
Email ID: firozkhan1359@gmail.com

#### ▼ Experience

##### CASHIER at Mass Electricals and Plumbing, Palakkad, Kerala

MAY 2018 – JUL 2023

- Operated cash register for cash, check, and credit card transactions with accuracy
- Worked with floor team and managers to meet wide range of customer needs.
- Helped clients to identify item in line with their necessities and requirements
- Supported clients to join reward programs and complete its formalities.
- Work on floor displays to increase brand influence.
- Maintain stock inventory and ensure promotions and offers are accurate.
- Handle customer complaints, issues and inquiries.
- Make sure that health and safety measures and cleanliness are adhered

##### CASHIER at MEED EXPRESS, Riyadh, Saudi Arabia

JAN 2015 – MAR 2018

- Collect cash and check payments from customers
- Ensuring transactions are completed in an efficient manner accuracy
- Maintains a cash float and follows balancing and reconciling procedures; prepares daily 'End of Day' report at the close of each business day
- Ensure the compliance standards are followed as municipality requirements
- Ensure the health and safety guidelines and cleanliness.

##### Sales Executive at ING VYSYA BANK

APR 2010 – OCT 2014

- Increased revenue by implementing effective sales strategies in sales cycle process from prospecting leads through close.
- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Analyzed past sales data and team performance to develop realistic sales goals.
- Researched sales opportunities and possible leads to exceed sales goals and increase profits.

#### ▼ Academics

- **Bachelor of Computer Application** from **AJK COLLEGE OF ARTS AND SCIENCE**, affiliated to **Bharatiyar University, India**

#### ▼ Personal Details

- Nationality : Indian
- Marital Status : Married
- Visa Status : Visit Visa valid until 17th August 2023

#### ▼ Reference

Available upon request

#### ▼ Career Objective

Become an **Exchange Cashier** and deliver exceptional customer service and sales for the growth and development of organization with my humble and friendly behavioral skills.

#### ▼ Summary

Energetic Cashier cum Customer Service Professional thrives for rapport and willing to go for extra miles to achieve customer satisfaction and future prospecting

#### ▼ Behavioral Skills

|                                  |      |
|----------------------------------|------|
| Time Management                  | 100% |
| Active listening skills          | 100% |
| Relationship management          | 100% |
| Critical thinking                | 100% |
| Customer Service Problem Solving | 100% |
| Strong interpersonal skills      | 90%  |
| Confidence Building              | 90%  |
| Negotiation                      | 80%  |
| Prospecting                      | 95%  |

#### ▼ Language Proficiency

|           |      |
|-----------|------|
| English   | 80%  |
| Malayalam | 100% |
| Tamil     | 100% |
| Hindi     | 75%  |
| Arabic    | 50%  |

#### ▼ Computer Skills

- Microsoft Windows OS
- MS Office Applications
- ERP Invoice Net, Internet