



## Anil Yadav

**Date of birth:** 10/11/1992 | **Nationality:** Nepalese | **Gender:** Male |

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### ● ABOUT ME

Experienced cashier with a strong customer service background. Proficient in handling cash transactions, ensuring accuracy, and providing exceptional service. Skilled in addressing customer inquiries, resolving issues, and enhancing the overall customer experience. Adept at explaining fare structures and facilitating smooth journeys for Dubai Metro passengers. Meticulous in financial record-keeping and committed to security and safety protocols. Multilingual, facilitating clear communication with a diverse customer base.

### ● WORK EXPERIENCE

08/09/2021 – CURRENT Dubai, United Arab Emirates

#### STATION AGENT KEOLIS-MHI OPERATON AND RAIL MANAGEMENT LLC

- Provided exceptional customer service, addressing inquiries, resolving issues, and enhancing the overall passenger experience.
- Proficiently sold Dubai Metro tickets, assisting passengers with purchases, explaining fare structures, and ensuring valid tickets, facilitating smooth journeys.
- Offered comprehensive travel information, including route details, schedules, and service disruptions, enabling passengers to plan their trips effectively.
- Demonstrated strong cash handling skills, accurately processing payments, providing precise change, and verifying payment methods, ensuring a seamless transaction process.
- Maintained meticulous financial transaction records and consistently balanced cash registers at the end of each shift to uphold financial accuracy and accountability.
- Actively monitored station premises, contributing to security by deterring unauthorized access, and assisted in ensuring passenger safety by following established protocols.
- Utilized multilingual skills to effectively assist passengers from diverse backgrounds, ensuring clear and efficient communication for a diverse customer base.

07/06/2020 – 08/09/2021 Dubai, United Arab Emirates

#### STATION AGENT SERCO

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- **EDUCATION AND TRAINING**

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Jaipur, India

**BBA** Jaipur National University

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2022 – CURRENT Jaipur, India

**PERSUING ONLINE MBA** Manipal University Jaipur

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- **LANGUAGE SKILLS**

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Mother tongue(s): **NEPALI**

Other language(s): **ENGLSIH | HINDI**

- **DIGITAL SKILLS**

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Computer literacy(Microsoft Word,Excel,Office,Powerpoint,Outlook,Adobe Photoshop)

**Professional Skills**

Cash Handling Proficiency | Communication Skills | Attention to Detail | Customer-Focused Attitude | Problem-Solving | Patience, enthusiastic with excellent administrative skills.