



UMAR FAROOQ

Cashier/Teller/Data Entry Operator

I am a highly motivated, conscientious, and competent collaborator and hard-working person who possesses in-depth knowledge and expertise within this industry. I am a mature team worker and adaptable to all challenging situations, with a desire and passion for continuous professional development. I am confident I can add value to your organization by always ensuring your customers and clients receive the best services possible. With more than 3 years' experience in similar roles, I am able to work well both in a team environment and using my own initiative. I am able to work well under pressure and adhere to strict deadlines.

CONTACT

Phone

0561247829

Email

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Address

I-CAD Mussafah Abu Dhabi UAE

Visa Status

Employment Visa until 05-2024

SKILL

- Exceptional Customer Services
- Multiple Tasking
- Working Under pressure
- MS Office Word, Excel
- POS System
- Team Work
- Communication
- Adaptability
- Cash Handling Skill
- Cash Drawer Balancing

LANGUAGE

- English
- Urdu/Hindi
- Punjabi

WORK EXPERIENCE

04-22 to Present

Abu Dhabi Co-Operative Society (Spar International)

CASHIER/TELLER

- Well Greeting and good Customer Services.
- Administer the balancing of branch's vaults, Automated Teller Machines (ATMs), Teller Cash Dispensers (TCDs), and Teller Cash Recyclers (TCRs) with a daily total of more than AED100K.
- Leverage organizational and prioritization abilities, coupled with superior attention to detail to efficiently process 20+ transactions per hour, attending to many customers on a daily basis.
- Establish strong credibility with clients by providing accurate information to address concerns regarding their accounts and other products, resulting in achieving the highest rate of customer loyalty and retention.
- Carry out special services for customers, such as ordering Gift Cards and voucher. Handling the counter, billing the customer purchased goods by accepting cash and cards. Tremendous experience in handling VISA & Master card machines.
- Administrative experience in closing the end of day reconciliation for cash balancing. Mentoring newly joined staffs on handling counter activities.
- Assisting customer enquiries, resolving problems on the spot. Interacting with customers as a navigator.

2021-2022

Zain Enterprises

DATA ENTRY OPERATOR

- Interpret data, analyze results using statistical techniques and provide ongoing reports.
- Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality.
- Work with management to prioritize business and information needs. Locate and define new process improvement opportunities.

- Acquire data from primary or secondary data sources and maintain databases/data systems Identify, analyze, and interpret trends or patterns in complex data sets Filter and “clean” data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems.
- Preparing and sorting documents for data Entry.
- Stock maintaining and recording, maintaining record of raw material, packing material, and finishing goods.
- Collect and organize customer wise order.

2019-2021

Imtiaz Super Store (LeFevre Utile LU Biscuit co)

MERCHANDISER

- Planning and developing merchandising strategies
- Analyzing sales figures, customers reactions and market trends to anticipate product needs
- Collaborating with buyers, suppliers, to negotiate prices, quantities and time-scales. Plan and develop merchandising strategies that balance customers' expectations and company's objectives analyze sales figures, customers reactions and market trends to anticipate product needs and plan product ranges/stock Collaborate with buyers, suppliers, distributors and analysts to negotiate prices, quantities and time-scales maximize customer interest and sales levels by displaying products appropriately Produce layout plans for stores and maintain store shelves and inventory.
- Monitor stock movement and consider markdowns, promotions, price changes, clear outs etc.
- Build constructive customer relationships and team with channel partners to build pipeline and close deals remain up to date with industry's best practices.
- Annually Stock tacking using with PDT.

EDUCATION

2016-2020

Bachelor's of Commerce in Finance

University of the Punjab Lahore

Academic Marks - 3.03 / 04 CGPA

CERTIFICATION

EFST Program 2023

Essential **Food Safety Training** (EFST) is a program developed by the **Abu Dhabi Agriculture and Food Safety Authority**.

Customer Services 2022

Customer Services training from Abu Dhabi Co-Operative Society

Financial Accounting Competition 2019

Organized by Hailey College of Commerce ICMA Pakistan & ACCA Pakistan.

Microsoft office Essentials in 2014

3 Months duration course for Microsoft Office including Word, Excel and PowerPoint.

HOBBIES

- Book Reading
- Travelling
- Learning New Skills

REFERENCES

Available upon demand