

Galal Mostafa Azzam

Date of birth: 01/01/1995

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Why Galal

Enthusiastic professional with a strong desire to contribute to a respected organization's growth and efficiency by embracing challenges and pursuing a full-time role with enhanced benefits. Committed to advancing company objectives and maximizing productivity.

Education Information:

❖ Bachelor of commerce

- Tanta university 2018.
- Accounting department.
- Grade: Good.

Work experience:

➤ Cashier in NASSAR GROUP since 08/2018 till now

- Provide excellent customer service by greeting and assisting customers, addressing inquiries, and ensuring a positive shopping experience.
- Accurately process various payment methods, including cash, credit/debit cards, checks, and mobile payments.
- Handle cash transactions, make change, and maintain the security and accuracy of cash in the register.
- Scan and verify product prices, apply discounts or promotions, and enter items manually as needed.
- Issue receipts for transactions, providing a record for customers and the business.
- Assist customers with returns, exchanges, and refunds according to store policies.
- Operate electronic cash registers or point-of-sale (POS) systems to record sales transactions
- Reconcile the cash register at the beginning and end of the shift to ensure accuracy.
- Monitor and report low stock levels, assisting in restocking products near the checkout area.
- Count and document the money in the cash drawer and prepare it for deposit.

- Adhere to security protocols to prevent theft and fraud, such as verifying the authenticity of currency and handling counterfeit detection.
- Adhere to all work policies, rules and regulations related to it.
- Enter data on products and their prices on the computer to facilitate the purchasing process for customers and avoid any errors such as charging the customer an incorrect amount.
- Managing cash flow and liquidity.
- Supervising financial transactions and record-keeping.

Languages:

- Arabic: Mother tongue.
- English: Good.

Basic Computer Skills:

- **MS Office**
Word, Excel, PowerPoint.
- **Google Drive**
Drive, Gmail.
- **Email**
Gmail, filters, folders.
- **Presentations**
PowerPoint.
- **Operating systems**
Microsoft Windows.

Personal skills:

- Excellent negotiation skills.
- A good listener.
- Ability to solve problems.
- Communication skills.
- Attention to detail.
- Outstanding customer service skills.
- Complaint response skills.

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