

# ASHRAF ULLAH

## CASHIER & CUSTOMER SERVICE OFFICER

### CONTACT

- 0544044801
- jashedashraf15@gmail.com
- Al ain, UAE

### SKILLS

- Exceptional customer service
- Independent troubleshooting and issue resolution
- Effective announcement implementation
- Strong organizational skills
- Technical support requisition proficiency

### EDUCATION

#### Masters of Business Administration

#### UNIVERSITY OF DHAKA

2021-2022

#### Bachelor of Business Administration

#### UNIVERSITY OF DHAKA

2018-2021

### COMPUTER SKILL

MS word, Excel, Power point & Accounting software

### LANGUAGES

- English
- HINDI
- ARABIC

### PROFILE

Dedicated Cashier with 2 years of experience providing exemplary customer service while ensuring compliance with company rules and regulation. Proven troubleshooting and problem-solving abilities. Seeking to apply my expertise in cashiering and customer service to contribute to the success of your company and enhance the overall customer experience.

### WORK EXPERIENCE

#### cashier & customer service officer

Innovative Publications 2022-2023

- Executed exact rule to provide prompt and excellent customer service, resulting in increased customer satisfaction.
- Maintained strict compliance with rules, policies, and procedures during all transactions.
- Organized and managed supporting documents for transactions, ensuring adherence to uniform filing systems.
- Independently resolved customer complaints, showcasing problem-solving skills and enhancing overall customer relations.
- Implemented announcements from the Head Office or Admin Office to stay aligned with company policies
- Promptly forwarded technical support requisitions to the Admin Office for efficient issue resolution.
- Upheld a clean and organized workspace, in accordance with company guidelines.

#### Cashier

Haydar travel 2020-2022

- Delivered exceptional customer service by adhering to rules and regulation.
- Collected and managed supporting documents for transactions, ensuring compliance with filing systems.
- Independently resolved customer complaints, contributing to improved customer relations.
- Stayed updated on announcements from the Head Office or Admin Office, implementing them effectively.
- Efficiently forwarded technical support requisitions for prompt issue resolution.
- Followed company guidelines to maintain a clean and organized workspace.