



# SHEIKH MOHAMMAD NESHAT HAIDER

## PROFILE

To Obtain a position where my experience and education can be utilized and expanded.

## CONTACT

PHONE:

+971 568503897

## EMAIL

[Sashasheikh360@gmail.com](mailto:Sashasheikh360@gmail.com)

Hobbies

Project Maker

## PERSONAL INFORMATION

Father's Name: Mr. Haider Imam  
Date of Birth : 02-Sep.-1998

Languages Known  
English, Hindi, Urdu,  
Arabic

Marital status: Single  
Gender : Male  
Nationality: Indian

## PERMANENT ADDRESS

FLAT NO 501 SARAVAN  
Restaurant Building  
Near Hamed Center  
Electra Street, Abu  
Dhabi

## EDUCATION

Maulana Mazharul Haque Arabic and Persian University  
2016 – 2019  
Bachelor of Computer Application(BCA)

Mahant Hanuman Sharan College  
2014 - 2016

INTERMEDIATE(Class12<sup>th</sup>)

St. Xavier High School  
2014

BOARD(Class10<sup>th</sup>)

## OBJECTIVE

To seek a challenging position in the field of CUSTOMER SERVICE CUM CASHIER the opportunity to utilize and develop my knowledge and skill in the field looking for diversity, flexibility and grow with the organization by minimizing ill health, injury and work place hazards to improving productivity.

## PROFESSIONAL & COMPUTER SKILLS

- Operating System :-WINDOW xp, c, c++, SQL
- MS WORD, MS OFFICE, POWER POINT, MS EXCEL
- PAINT, PHOTOSHOP,DCA,OUTLOOK

## WORK EXPERIENCE. (Total Experience 06 years )

→ PROGOTI EXCHANGE CO (HEAD OFFICE, UAE)(Work Experience 3 years)

- Position held: Customer service cum Cashier ( From 25<sup>th</sup> Nov 2021 to till Now)
- Processed customer transactions and maintained accurate cash drawer.
- Processed customer transactions with 100% accuracy.
- Performing regular account maintenance.
- Balancing cash drawer daily.
- Responding promptly to customer inquiries.
- Performing general administration tasks.
- Processed EIF or SIF Files for WPS customers.

→ EMARAT CONSTRUCTION PVT LTD ( Work Experience 2 Years 15 days )

- Position held: CASHIER ( From 13<sup>th</sup> Aug 2019 to 28<sup>th</sup> Aug 2021)
- Performing general administration tasks.
- Introducing new members to the banking platform and software.

→ PETRON ENGINEERING CONSTRUCTION (Work Experience 02 Years)

- Position held: CASHIER ( From 11<sup>th</sup> Sep 2017 to 7<sup>th</sup> Aug 2019)
- Met all the customer call guidelines including service levels.
- Provides pricing information by answering questions.
- Enters price changes by referring to price sheets and sale bulletins.
- Processes return transactions.

## **CASHIER ROLE AND RESPONSIBILITIES**

- Provides a positive customer experience with fair, friendly, and courteous service.
- Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.
- Resolves customer issues and answers questions.
- Bags purchases if needed.
- Processes return transactions.
- Discounts purchases by redeeming coupons.
- Enters price changes by referring to price sheets and special sale bulletins.
- Balances cash drawer by counting cash at beginning and end of work shift.
- Provides pricing information by answering questions.
- Contributes to team effort by accomplishing related results as needed.

- **CUSTOMER SERVICE ROLE AND RESPONSIBILITIES**

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

**DECLARATION :**

I do hereby declare that the above given information is true to the best of my knowledge and belief.