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# Sarah A. Mohammad

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## PROFESSIONAL SUMMARY

Dynamic and result-driven Sales Consultant and Cashier with experience in retail environment and proficient in managing transactions and maintaining accurate cash handling procedures. Strong communication skills with ability to understand customer needs.

## EXPERIENCE

### **The Nail Spa, (ENSPA LIMITED-DBAI) — Therapist**

July 2022 - August 31, 2024

- Consulted with clients to determine nail and massage preferences, ensuring personalized services.
- Assisted clients with nail services including manicure, pedicure and massage.
- Educate clients on proper nail care and maintenance to promote healthy habits.
- Handle client inquiries and complaints professionally to foster positive relationships.

### **Store Specialists Inc., Davao City Philippines — Senior Sales Consultant/Cashier**

August 2021 - May 2022

- Assisted customers in selecting products to enhance their shopping experience and satisfaction.
- Managed cash register operations, including processing transactions and handling customer inquiries.
- Developed a strong knowledge of store products and promotions to effectively recommend to customers.
- Achieved sales targets through proactive engagement and personalized service. Maintained a clean and organized sales floor to enhance product visibility and customer flow.
- Collaborated with team members to execute marketing strategies and sales events.
- Handled customer complaints with professionalism, ensuring problem resolution and customer retention. Conducted inventory checks and restocked items to maintain optimal product availability.
- Assisted in training new staff on sales techniques and store policies. Utilized point-of-sale (POS) systems efficiently to streamline transactions and improve customer service.

**Store Specialist Inc., Davao City Philippines — *Cashier/Sales Consultant***

October 2018 - May 2019

- Manage transactions with customers using cash registers. Scan merchandise and ensure pricing is accurate.
- Collect payments whether in cash or credit. Issue receipts, refunds, change or tickets.
- Redeem stamps and coupons. Cross-sell products and introduce new ones. Greet customers when entering or leaving the store.
- Maintain clean and tidy checkout areas. Track transactions on balance sheets and report any discrepancies.
- Bag, box or gift-wrap packages.

**Supervalue Inc., Davao City Philippines — *Cashier***

March 2018 - September 2019

- Responsible for documents Cash, Cards and other modes of payment and Promotions. Giving exactly information to handle complaints and needs of customers.

**Rustan's Marketing Specialist Inc., Davao City Philippines — *Sales Consultant***

October 2017 - January 2018

- Handling customer inquiries and assisting their needs. Must have knowledge about products and promotions.

**WORK EXPOSURE**

**Intern- DILG Provincial Office, ORG Compound, Cotabato City**

Administrative Assistant March 2017- April 2017

- Encoding, Filing and Recording documents. Bank Reconciliation and other Financial Records.

**Samera Store- Labungan Datu Odin Sinsuat, Maguindanao Philippines**

Store Operator January 2011- April 2016

- Maintain efficient records of stocks inventory levels, ensuring sufficient weekly product replenishment.
- Served on average 20 customers per day answering inquiries, implementing strategic upsell and managing payment.
- Audit income and expenses through daily cash reconciliation and collection of credit payments.

**SKILLS**

- Computer-literate.
- Strong interpersonal skills and communication skills.
- Highly trustworthy, Discreet and ethical.
- Dedicated and hardworking.

## **EDUCATION**

**Cotabato City State Polytechnic College, Philippines** — *BSBA Human Resource Development Management.*

May 17, 2017

## **REFERENCE**

Michaela McCartney- The Nail Spa Dubai Manager

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