

# RAJA UMAR KHAN

## Customer Service Cashier

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Ajman, United Arab Emirates

## SUMMARY

Cashier Supervisor with 5 years of retail and hospitality experience. Reliable expert with data entry, cash handling, customer service and sales. Proven ability to lead a team of cashiers and maintain financial accuracy. Committed to delivered excellent customer service. Seeking a position in an organization where I can use my skills to provide exceptional customer service and contribute to the growth of the company.

## EXPERIENCE

### Cashier Supervisor

#### Day To Day International Trading LLC

06/2023 - Present Dubai

- Supervising cashiers to ensure they are following company procedures and providing excellent customer service
- Trained new cashiers and monitoring cashier performance and provide feedback
- Maintained accurate records of all cash transactions and deposits
- Handled customer inquiries and complaints in a timely and professional manner
- Maintaining a clean and organized checkout area
- Ensuring cashier shifts are properly scheduled and staffed

### Cashier

#### Al Hamzah Restaurant

2022 - 04/2023 Dubai

- Greeted customers as they arrive
- Operated cash registers and POS systems
- Processing payments and providing change and receipts
- Maintaining cleanliness in register stations and tables
- Closing the register at the end of the day
- Resolved customer complaints or issues

### Customer Service Representative

#### MTBC

12/2019 - 12/2021 Islamabad, Pakistan

- Responsible for providing effective customer service to patients, vendors, insurance companies and other medical facilities

## KEY ACHIEVEMENTS

### Employee of the Month

Received employee of the month award for exceeding customer service targets by 10% And 100% attendance.

### Best Counter Supervisor

Implemented new Cash handling procedure and reduced monthly errors by 20%.

Best of the Customer Handling and Queries Resolving Employee.

## EDUCATION

### Bachelor's of Business Administration

#### University of Azad Kashmir

2014 - 2018

Muzaffarabad, Pakistan

GPA

3.8 / 4

## SKILLS

### Customer Service

### Communication Skills

### Cash Handling

### Mathematical Skills

### Problem Solving

### Multitasking

### POS Operating

### Microsoft Excel

### Leadership

### Sales and Marketing

## LANGUAGES

### English

Proficient



### Hindi

Proficient



### Urdu

Native



### Punjabi

Proficient



### Arabic

Beginner

