

Jyotika Sharma

Teller/Cashier/Counter Staff



📍 Al Daana, Zone-1, Abu Dhabi, UAE

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Skills

- * Cash Handling & Reconciliation
- * Currency Exchange & Remittance
- * AML & Compliance
- * Customer Service Excellence
- * Financial Reporting
- * Cross-Selling & Upselling
- * Team Collaboration
- * Attention to Detail
- * Strong Interpersonal Skills
- * Point of Sale (POS) system operation
- * Conflict resolution and problem-solving
- * Staff training and development
- * Inventory management and ordering
- * Team leadership and staff supervision
- * Time management and multitasking

Languages

- * English
- * Hindi
- * Nepali
- * Arabic

Biography

Dedicated and meticulous Teller/Cashier with over 4 years of experience in the financial services industry. Specializes in currency exchange, cash handling, and customer service. Demonstrates a deep understanding of regulatory compliance, including Anti-Money Laundering (AML) protocols, and excels in ensuring transactional accuracy. Known for building positive client relationships, problem-solving under pressure, and contributing to the overall efficiency of branch operations.

Work

GALA Restaurant, Abu Dhabi

Jan 2024 - Present

Cashier/Team Leader

- Process customer transactions, including handling cash, credit, and mobile payments efficiently.
- Perform daily cash reconciliation, ensuring accurate till balances and reporting discrepancies.
- Lead and supervise staff during shifts, ensuring smooth operations and high-quality customer service.
- Address customer inquiries, complaints, and provide resolutions to ensure a positive dining experience.
- Oversee staff scheduling, task delegation, and assist in training new team members.
- Monitor inventory levels and coordinate with management for stock replenishment.
- Ensure compliance with food safety, hygiene standards, and company policies.
- Drive sales through upselling and promoting restaurant specials or offers.

Hadi Exchange, Dubai

Sep 2021 - Dec 2023

Counter Staff/Teller

- Managed all cash-related transactions, including foreign currency exchanges and bill payments, ensuring precise handling of funds.

- Assisted customers with remittance services, explaining processes, and addressing concerns to ensure customer satisfaction.
- Balanced cash drawers at the end of each shift, maintaining accurate records and preparing financial reports.
- Demonstrated a deep understanding of exchange rates, commissions, and financial products to provide customers with comprehensive service.
- Collaborated with team members to streamline operations and improve efficiency, achieving branch performance goals.

Al Jaber Exchange, Abu Dhabi

Feb 2018 - Jul 2021

Teller/Cashier

- Processed high-volume currency exchanges, remittances, and cash deposits while maintaining 100% transaction accuracy.
- Ensured compliance with Anti-Money Laundering (AML) regulations, minimizing risk and safeguarding the company from financial crimes.
- Provided excellent customer service, addressing customer queries regarding exchange rates, fees, and remittance processes.
- Conducted daily cash balancing, ensuring zero discrepancies, and prepared accurate reports for management.
- Promoted additional financial products and services, resulting in increased revenue and customer engagement.

Education

Sikkim Manipal University, Gangtok, Sikkim

Mar 2012 - Apr 2015

Bachelor of Art's

English (Honours)

Frankfinn Institute, Siliguri, India

Apr 2005 - Nov 2005

Diploma course in Aviation and Hospitality Management.

- Completed a 6-month Diploma course focused on customer service, team leadership, and operational management in the aviation and hospitality sectors. The course provided essential skills for ensuring high standards of guest satisfaction and efficient service delivery.