

CURRICULUM VITAE



YASAR PULIKKAL

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Dubai, United Arab Emirates

CAREER OBJECTIVE:-

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

PERSONAL DETAILS:-

• Gender	:	Male
• Nationality	:	Indian
• Marital Status	:	Married
• Date of Birth	:	13/05/1988
• Passport No	:	U7731879
• Date of Issue	:	27/10/2020
• Date of Expiry	:	26/10/2030
• Visa Status	:	Visit Visa

WORK EXPERIENCE/S:-

Starco Marketing LLP, India

Designation: Cashier & Sales Executive

Time Period: Aug 2021 – Mar 2024

- Manage transactions with customers using cash registers
- Scan goods 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
- Resolve customer complaints, guide them and provide relevant information
- 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
- Handle merchandise returns and exchanges

Bloony Boutique, India

Designation: Cashier

Time Period: Aug 2014 – Sep 2017

- Welcoming customers, answering their questions, helping them locate items, and providing advice or recommendations.
- Operating scanners, scales, cash registers, and other electronics.
- Balancing the cash register and generating reports for credit and debit sales.
- Accepting payments, ensuring all prices and quantities are accurate and proving a receipt to every customer.
- Processing refunds and exchanges, resolving complaints.
- Bagging or wrapping purchases to ensure safe transport.
- Following all store procedures regarding coupons, gift cards, or the purchase of specific items, such as alcohol or cigarettes.
- Maintaining a clean workspace.

GCC Exchange, Deira Dubai - UAE

Designation: Cashier

Time Period: Dec 2008 – Jul 2013

- Handle foreign currency exchange transactions for customers
- Count and verify banknotes and coins accurately
- WPS
- Provide excellent customer service by answering inquiries and resolving complaints
- Record transactions and maintain accurate cash balances
- Adhere to all regulatory and compliance policies and procedures
- Collaborate with other team members to ensure smooth and efficient cash operations
- Assist in the training of new cashiers
- Identify opportunities to upsell other financial products and services to customers

H & R Johnson India Pvt. Ltd, India

Designation: Customer Care Officer

Time Period: Aug 2005 – Nov 2008

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

EDUCATION QUALIFICATION:-

- Higher Secondary School Certificate

SKILLS:-

- Team Work
- Time management
- Excellent communication
- skills to build relation with customer face to face
- Ability to organize to prioritize a busy diary
- Can handling large amounts of cash efficiently and accurately
- Practical experience of processing and controlling a cash book
- Flexible regarding working hours
- Proficiency in daily office work
- Sales Strategies
- Merchandising Expertise

LANGUAGES KNOWN:-

- English
- Hindi
- Malayalam
- Tamil

DECLARATION:-

I do hereby declare that the above-mentioned information is true to be the best of my knowledge and belief. Future I am sure that if a chance is given to serve in your esteemed organization, I will give my full efforts towards the betterment.

YASAR PULIKKAL