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Karachi , Pakistan 75500

05-03-1996

Pakistani

EDUCATION

Bachelor of Business
Administration, Commerce
Marketing and Accounting
Federal Urdu University ,
Karachi , Pakistan
October 2023

LANGUAGES

English B1
Intermediate
Urdu C1
Advanced

MUHAMMAD BILAL

PROFESSIONAL SUMMARY

Responsible Cashier experienced at managing front of store needs in busy environments. Friendly and energetic with strong communication and organisational abilities. Seeking role of increased responsibility where strengths in service and sales will be valuable. Honest Cashier capable of managing money, merchandising stock and assisting customers with locating desired items. Successful at cleaning and arranging checkout lanes to maintain professional, visual appeal. Excellent oral and written communication, listening and time management skills with strong attention to detail and superior work ethic. Proficient in handling money and possessing a strong understanding of retail operations. Focused on keeping work areas clean, neat and professionally arranged. Strong team player, with good listening skills and attentive, detail-orientated nature. Friendly Cashier offering more than [Number] years of retail experience. Organised and enthusiastic with expertise in accurately processing payments and maintaining high levels of customer satisfaction in all interactions. Committed and hardworking Cashier with [Number] years of experience processing transactions and assisting customers. Dedicated to answering customer questions and resolving issues. Creative problem-solver capable of helping customers with various needs and getting support from managers for complex issues. Security-conscious and customer-focused Cashier with top-notch teamwork and interpersonal communication skills. Keeps cash drawers accurate and secure with smooth payment processing and no losses. Versatile Cashier with exemplary cash register skills and proven commitment to store cleanliness and safety. Leads with high levels of customer service and engagement efforts.

SKILLS

- Cash handling
- POS system operation
- Customer service excellence
- Conflict resolution
- Stock management
- Financial transactions recording
- Numerical accuracy
- Cash register maintenance
- Returns processing
- Sales pitching
- Product knowledge
- Till balancing
- Payment processing
- Bagging proficiency
- Loss prevention techniques

I HAVE 1 YEAR WORK EXPERIENCE IN FREEZONE DUBAI

September 2017 - September 2021

Meezan Bank limited - Cashier, Karachi , Pakistan

- Enhanced customer satisfaction by promptly addressing issues and concerns.
- Maintained clean and organised workspace to ensure efficient service.
- Processed payments swiftly for improved customer experience.
- Identified counterfeit notes whilst handling cash, ensuring financial security.
- Balanced till at end of day, maintaining accurate records.
- Assisted customers with enquiries to enhance their shopping experience.
- Managed queue effectively during peak hours for seamless checkout process.
- Communicated product information to customers, driving informed purchases.
- Demonstrated patience while dealing with difficult customers, maintaining professionalism.
- Kept up-to-date with store promotions to provide accurate information to customers.
- Used Point of Sale system efficiently, speeding up transactions.
- Coordinated with team members for smooth shift transitions.
- Handled returns and exchanges following company policies, resulting in satisfied customers.
- Packaged customer items carefully, ensuring merchandise safety.

CERTIFICATIONS

- Association of International Accountants