

AFSANA BANU

APPLYING FOR CASHIER & CUSTOMER SERVICE OFFICER

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Nationality: Indian || DOB: 01.07.1989 || Visa Status – Visit visa

Passport No: T1308003 || Date of Issue: 29.11.2018 || Date of Expiry: 28.11.2028 || Place of Issue: Jaipur



Summary

Detail-oriented professional with expertise in cash handling, customer service, receptionist duties, and data entry operations. Proficient in managing financial transactions, providing exceptional customer support, maintaining organized front desk operations, and accurately inputting data into systems. Adept at handling multiple tasks in a fast-paced environment while ensuring efficiency and maintaining high standards of accuracy and customer satisfaction. Seeking to leverage skills in a dynamic role to contribute to organizational success.

Key Competencies

- Office Administration
- Cash Transactions
- Payment Processing
- Point of Sale (POS)
- Customer Inquiries
- Transaction Reconciliation
- Support Audits
- Cash Register Management
- Customer Satisfaction
- Cash Handling Procedures
- Sales Support
- Refund and Exchange Policies
- Daily Reconciliation
- Petty Cash Management
- Transaction Recording
- Customer Interaction
- Bank Deposits
- Risk Monitoring
- MS Office
- Front Desk Operations
- Communication Skill
- Time Management
- Problem Solving
- Attention to Details

Experience

RECEPTIONIST

Jan 2023 - Aug 2024

Shubh Innovsource Pvt Ltd, Gujarat, India

- Managed front desk operations, including greeting visitors, answering calls, and maintaining appointment schedules.
- Proficient in handling multiline phone systems and directing calls to appropriate departments.
- Maintained organized records and handled confidential information with discretion.
- Scheduled meetings, coordinated appointments, and managed calendars for senior staff.
- Provided exceptional customer service by addressing inquiries and resolving concerns efficiently.
- Demonstrated proficiency in Microsoft Office Suite for data entry, documentation, and reporting.
- Ensured smooth office operations by managing office supplies and coordinating with vendors.

RECEPTIONIST

Jan 2018 - Dec 2020

Cargo Movers Co. Ltd India, Gujarat, India

- Greeted and directed visitors, clients, and staff to the appropriate departments and personnel.
- Effectively managed incoming phone calls, phone lines, and email correspondence, ensuring prompt and professional responses
- Processed and distributed incoming mail, parcels, and other deliveries, maintaining accurate records and organizing distribution
- Provided administrative support as needed, including photocopying, faxing, and data entry tasks
- Maintained a clean and organized reception area, enhancing the professional environment.
- Assisted in managing office supplies and administrative tasks, supporting smooth daily operations.

CASHIER / CUSTOMER SERVICE OFFICER

Feb 2015 - Dec 2017

Muthoot Fincorp Ltd, Gujarat, India

- Handle daily branch business transactions, address customer queries, and provide effective resolutions.
- Engage in business development activities, consistently cross-sell and up-sell products and services to promote growth.
- Manage cash handling, including gold loans, money transfers, NCDS, bonds, and reconciliation of bank statements. Maintain cash books and perform bookkeeping duties.
- Achieve business targets, ensure branch profitability, verify cash in hand, and cross-sell products in alignment with company policies.
- Maintain accurate customer KYC details, process money transfers (e.g., MoneyGram, Western Union), and manage daily operations and cash flow

- Maintain records, documents, ledgers, vouchers, and cash books. Handle various customer types while providing excellent customer service.
- Perform branch operations and cashier duties, acting as in-charge in the manager's absence.
- Manage cash, cards, online payments (NEFT, RTGS), and knowledge of billing systems. Ensure cash reconciliation for next-day closing and rectify discrepancies.
- Safely handle and vault cash and gold, ensuring accuracy and compliance with company practices.
- Provide fast and professional customer service following the SGOT greet-offer-thank process.
- Accurately record all transactions in the system and maintain an up-to-date ledger.
- Assist customers with payment inquiries, resolve discrepancies, and provide receipts promptly.
- Safely hand over cash and cheques to authorized personnel for banking as per company procedures.
- Accurately process cash, cheques, and credit card transactions while issuing receipts to customers.
- Reconcile cash and other payments with the daily sales and prepare accurate reports for submission to the finance department.
- Maintain and monitor petty cash funds, ensuring that all expenses are documented and comply with company policies.

● DATA ENTRY OPERATOR

Oct 2014 - Jan 2015

Shubh Innovsource Pvt Ltd, Gujarat, India

- Entered and updated customer information into a CRM database, ensuring accuracy and completeness
- Verified and processed data from various sources, ensuring consistency and minimizing errors
- Utilized data entry software to efficiently input and manage large volumes of data
- Performed data quality checks to identify and correct errors, ensuring data accuracy
- Prepared and generated reports based on data input for management and operational use.

Education

- **Master of Arts in English Literature**, Mohan Lal sukhadiya University Udaipur India, Sep 2022
- **Bachelor of Arts in English Literature**, Jai Narayan Vyas University jodhpur, India, Jul 2011

Languages

● English: C2 Level

● Hindi: C2 Level

● Gujarati: C2 Level