



Wakas Ahamed Hajika

Cashier

A dedicated professional with **7 years of experience** in cashiering, customer service, and financial operations across healthcare and retail sectors. Seeking to leverage expertise in payment processing, insurance verification, and client management to enhance operational efficiency and customer satisfaction within a dynamic organization committed to excellence.

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📍 Sharjah, UAE

SKILLS

Customer Service

Payment Processing

Insurance Verification

Visitor Management

Audit Assistance

Data Entry

Time Management

Calendar Coordination

Problem Resolution

Transaction Accuracy

Team Collaboration

Scheduling Efficiency

Account Reconciliation

Cash Handling

Financial Reporting

WORK EXPERIENCE

Cashier - Medical Centre

NMC Royal Medical Centre

02/2020 - Present

Sharjah, UAE

Achievements/Tasks

- Greeted and assisted visitors, ensuring a professional and welcoming first impression. Managed a multi-line phone system, handled inquiries, directed calls, and took accurate messages. Facilitated appointments and coordinated with staff for seamless patient management.
- Verified insurance details before patient registration to ensure eligibility and reduce billing discrepancies. Accurately documented insurance information and coordinated with insurance providers to confirm coverage, facilitating smooth transitions between reception and doctor consultations for patients.
- Finalized day-end reports by reconciling patient appointments, transactions, and verifying financial records. Ensured all data was accurately updated, providing clear documentation to the accounting department for end-of-day review and supporting operational efficiency.
- Assisted with month-end finalization tasks, ensuring all billing, patient information, and financial records were accurately processed and reported. Worked closely with the finance team to meet deadlines and ensure seamless month-end closing activities for the medical center.

Receptionist

NMC Royal Medical Centre

02/2020 - Present

Sharjah, UAE

Achievements/Tasks

- Greeted and assisted visitors and clients, ensuring a positive first impression while providing accurate information and assistance. Managed a busy reception area with professionalism, contributing to a smooth and welcoming environment for patients and staff.
- Managed a multi-line phone system efficiently, handling inquiries, directing calls, and accurately recording messages. Scheduled patient appointments, coordinated with staff, and ensured the timely flow of patients through the medical centre while maintaining an organized calendar for management.
- Handled incoming and outgoing correspondence, including emails, packages, and letters, ensuring all communications were processed promptly and efficiently. Facilitated internal communication and supported the smooth operation of the medical centre by keeping all relevant stakeholders informed.
- Maintained an organized and clean reception area, upholding the medical centre's professional image. Regularly ensured the workspace was neat, presentable, and conducive to a positive patient experience, enhancing the overall atmosphere of the medical centre.



WORK EXPERIENCE

Retail Cashier

Workplace/Company

02/2017 - 10/2018

Honnavar, India

Achievements/Tasks

- Managed daily transactions, including cash, card, and digital payments, ensuring precise checkout processes, accurate record-keeping, and balanced cash drawers while addressing discrepancies promptly to maintain financial accuracy and contribute to smooth store operations.
- Delivered outstanding customer service by resolving inquiries, recommending tailored product solutions, and managing complaints professionally, enhancing customer satisfaction, loyalty, and store reputation through positive interactions and personalized assistance.
- Handled refunds, returns, and exchanges efficiently while adhering to company policies, ensuring smooth processes, maintaining customer trust, and supporting operational efficiency by promptly addressing issues with professionalism and accuracy.
- Organized and restocked merchandise systematically, ensuring a clean, visually appealing store layout that improved product visibility, enhanced the customer shopping experience, and supported sales growth by maintaining optimal inventory presentation.

Account and Audit Assistant

S.H.N & A.Y.R Associates

12/2018 - 12/2019

Mumbai, India

Achievements/Tasks

- Prepared and maintained detailed financial records, including ledgers, invoices, and balance sheets, ensuring data accuracy, compliance with accounting standards, and timely reporting to support informed decision-making and financial transparency.
- Conducted comprehensive account reconciliations by analyzing discrepancies, comparing records, and resolving inconsistencies, ensuring the integrity of financial data and strengthening the accuracy of reports for stakeholders.
- Assisted in internal and external audits by gathering, verifying, and organizing documentation, preparing detailed audit reports, and working closely with auditors to ensure compliance with regulations and timely audit completion.
- Supported tax filing processes by analyzing financial statements, ensuring compliance with tax regulations, and preparing accurate submissions, reducing risks, enhancing reporting reliability, and contributing to the organization's financial health.



EDUCATION

Bachelor of Commerce

Karnatak University of Dharwad, India

2016

Higher Secondary Education

Karnataka State Education Board, India

2013



TECHNICAL SKILLS

CRM Systems & Data Entry

Insta Software

Medas Software

Unite Software

Health Care Software

Hospital Management Systems

Tally ERP & Accounting Software

Microsoft Office Suite: Word, Excel, PowerPoint



LANGUAGES

English



Hindi



Urdu



Malayalam



Arabic

