

MUTHU LAKSHMI S

Cashier cum Customer Service Agent

Phone: +971 566040949

Email: slakshmikummar894@gmail.com

Location: Al Zahra, Ajman, UAE

[LinkedIn](#)

PROFESSIONAL SUMMARY

Energetic and detail-oriented Cashier cum Customer Service Agent with 2+ years of experience in the UAE retail sector. Proven track record of handling high-volume transactions with speed and accuracy. Skilled in POS systems, cash handling, customer relationship management, and VAT compliance. Known for resolving customer concerns with professionalism, contributing to high customer satisfaction and loyalty. Strong multitasking and team coordination skills.

KEY SKILLS

- Cash Handling & Billing
- POS System Operation
- VAT Compliance (UAE)
- Customer Service & Conflict Resolution
- Sales Support & Promotions
- Cash Drawer Reconciliation
- Transaction Accuracy
- Inventory Assistance & Stock Reporting
- Microsoft Excel & Tally ERP 9
- Time Management & Multitasking
- Team Training & Onboarding
- Communication & Interpersonal Skills

PROFESSIONAL EXPERIENCE

Cashier & Customer Service Agent

Feb 2023 – Jan 2025

Al Hoot Hypermarket, Ajman, UAE

- Processed 500+ daily cash, card, and digital transactions with 99% accuracy, ensuring full compliance with company policies and UAE VAT regulations.
- Conducted end-of-day cash reconciliations, identifying and resolving discrepancies to minimize losses.
- Trained and onboarded 5+ new cashiers on POS systems, transaction handling, customer service protocols, and anti-theft procedures.
- Reduced customer checkout time by 20% through effective queue management and workflow optimization during peak hours.
- Handled returns, exchanges, and refund requests while maintaining a 90% customer satisfaction rate through calm and professional conflict resolution.
- Assisted in stock management by reporting inventory variances and coordinating with the stock team to ensure accurate product pricing and availability.
- Promoted store loyalty programs, upsold promotional items, and contributed to monthly sales targets.

Hindi Teacher (Part-Time)

2018 – 2022

Laksha Tuition Center, Tirunelveli, India

- Designed and delivered personalized lesson plans for 30+ students, improving language proficiency and engagement by 25%.
- Conducted regular assessments and provided performance feedback, enabling 90% of students to show grade improvement.
- Organized cultural programs, Hindi language competitions, and parent-teacher meetings to foster community involvement and boost enrollment by 15%.
- Provided one-on-one tutoring for underperforming students, resulting in a 90% retention and success rate.

Administrator & Beautician

2018 – 2022

Laksha Parlour & Tattoos, Tirunelveli, India

- Managed daily business operations, including client scheduling, billing, and recordkeeping, streamlining administrative workflows.
- Delivered a range of beauty services such as facials, waxing, and threading with a 95% client satisfaction rate.
- Monitored product inventory, managed vendor relations, and reduced stock wastage by 15% through efficient tracking.
- Spearheaded online marketing initiatives (Facebook/Instagram), resulting in a 30% increase in client inquiries.
- Assisted in tattoo design consultations, ensuring client expectations were clearly understood and met.
- Maintained a clean and hygienic service environment aligned with health and safety standards.

EDUCATION

Bachelor of Arts in Hindi

Dakshin Bharat Prachar Sabha, Chennai – 2020

Diploma in Electronics & Communication Engineering

FX Engineering College, Tamil Nadu – 2018

CERTIFICATIONS

- **Advanced Certification in Taxation & VAT (UAE)** | Skillmount, Kerala
- **Diploma in Cosmetology & Parlour Management** | Rhythm's Beauty Academy, Chennai – 2019
- **Tally ERP 9 Certification** | ITech Academy – 2020
- **DCA – Diploma in Computer Applications** | ITech Academy
- **Certified in Spoken Hindi** | Rise to Shine Institute, Nagercoil – 2021
- **Certification in Spoken Arabic** | Arabic Language hub , Dubai – Pursuing

TECHNICAL PROFICIENCY

- Point-of-Sale (POS) Systems (Retail & Hypermarket)
- Microsoft Excel, Word, and Outlook
- Tally ERP 9 (Accounting Software)
- Basic Accounting & UAE VAT Filing
- Digital & Contactless Payment Processing
- Inventory Management & Stock Control Software
- Billing & Invoicing Systems
- Barcode Scanning & Labeling Tools

LANGUAGES

- Tamil - Native
- English - Fluent
- Hindi - Fluent
- Malayalam - Conversational
- Arabic - Basic

ADDITIONAL INFO

- Nationality: Indian
- Gender: Female
- Date of Birth: 01/10/2002
- Marital Status: Married
- Passport Number: W4544054