

HABEEB YASER AL-JUFRI

Customer Service | Sales Specialist | Cashier

PROFILE SUMMARY

- Experienced in **customer service, cash handling, and sales** with a strong focus on client satisfaction and operational efficiency.
- Expertise in managing cashier operations, floor supervision, and customer relationship management in retail and pharmaceutical environments.
- Adept at inventory control, POS system management, and resolving customer inquiries with professionalism and efficiency.
- Strong compliance knowledge in retail and pharmacy environments, ensuring accuracy in transactions and adherence to company policies.
- Committed to delivering exceptional service, achieving sales targets, and optimizing store operations for a seamless customer experience.

WORK EXPERIENCE

CUSTOMER REPRESENTATIVE

INOX Mall, India | 2023-2024

- Assisted customers with inquiries and provided personalized recommendations for purchases.
- Resolved customer complaints efficiently, ensuring high levels of satisfaction.
- Processed transactions swiftly while maintaining accuracy and cash register integrity.
- Promoted sales by upselling products and informing customers about offers.
- Maintained store cleanliness and organized merchandise for easy accessibility.
- Managed customer queues efficiently, reducing wait times and improving service.
- Assisted in promotional events, increasing foot traffic and engagement.
- Trained new employees on customer service policies and transaction handling.

CASHIER AND FLOOR INCHARGE

D Mart, India | 2021-2022

- Supervised floor operations, ensuring smooth store activities and inventory management.
- Processed cash, credit, and digital transactions while maintaining accuracy.
- Assisted customers in locating products and provided information about discounts.
- Managed stock replenishment and ensured shelves remained well-stocked.
- Conducted daily sales audits and reconciled cash register discrepancies.
- Addressed customer concerns promptly, ensuring a seamless shopping experience.
- Collaborated with team members to meet sales and service targets.
- Ensured adherence to safety protocols and company guidelines.

CASHIER AND FLOOR INCHARGE

D Mart, India | 2021-2022

- Assisted customers in selecting medical and wellness products per their needs.
- Provided detailed product information and ensured compliance with regulations.
- Maintained inventory records and restocked pharmaceutical products efficiently.
- Processed sales transactions accurately while ensuring customer satisfaction.
- Coordinated with pharmacists for prescription-related customer queries.
- Implemented promotional strategies to boost sales and brand awareness.
- Ensured product displays were neat, organized, and visually appealing.
- Handled customer concerns and provided solutions for product-related inquiries.

ACADEMIC QUALIFICATIONS

DIPLOMA IN PHARMACY

JJ College of Pharmacy (08/2016 - 10/2018), Hyderabad, India.

SECONDARY SCHOOL CERTIFICATE

MAHABUBNAGAR GRAMMAR SCHOOL, MAHABUBNAGAR, MARCH 2009

ADDITIONAL INFORMATION

- Personal Details:** Gender - Male | Marital Status - Married | Date of Birth: 22/11/1993
- Digital Skills:** Microsoft (Word, Excel, PowerPoint)
- Passport Details:** Passport Number: T6135945 (30/07/2029)
- Languages Known:** English, Hindi, Telugu
- Achievements:** Recognized as the Best Employee at INOX Mall (2023) for outstanding customer service, efficiency in handling transactions, and problem-solving.



CONTACT DETAILS

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Dubai, UAE

HARD SKILLS

- Cash handling operations
- Point of Sale (POS)
- Customer relationship management
- Sales and upselling techniques
- Floor supervision expertise
- Inventory stock management
- Billing and transaction processing
- Retail compliance knowledge
- Product knowledge training
- Cash register reconciliation
- Financial transaction accuracy
- Merchandising and shelf stocking
- Vendor coordination skills
- Loss prevention strategies
- Complaint resolution handling
- Negotiation skills
- Multi-tasking capabilities
- Quality assurance in service

SOFT SKILLS

- Strong communication skills
- Effective time management
- Adaptability to challenges
- Team collaboration abilities
- Customer-centric approach
- Problem-solving mindset
- Conflict resolution expertise
- Leadership abilities

AREA OF EXPERTISE

- Customer service excellence
- Cash register operations
- Sales performance optimization
- Team management efficiency
- Stock management proficiency
- Problem-solving strategies
- Financial transaction accuracy
- Retail environment compliance

ADDITIONAL CERTIFICATIONS

- DHA Eligibility Certification
- MOH Eligibility Certification