

MAHFUJUR RAHMAN

Cashier / Sales Associate

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Madinat Khalifa North, Ad Dawhah.



PERSONAL STATEMENTS

Reliable and customer focused Sales Associate & Cashier with six years of experience in fast paced retail environments. Specializing in customer service, product knowledge, and visual merchandising. Skilled in handling cash transactions, providing exceptional customer service and maintaining a clean organized sales floor. Adept at upselling products, managing point of sale systems and resolving customer issues efficiently. Committed to creating a positive shopping experience and supporting team goals to drive sales and customer satisfaction.

PROFESSIONAL EXPERIENCES

Cashier & Sales Associate at Retail Mart Group of Companies (2019-2025)

- Operated cash counter and POS systems, maintaining accuracy in financial transactions.
- Delivered outstanding customer service by greeting customers, addressing inquiries, and assisting in product selection, fostering a positive shopping experience.
- Created attractive and effective displays as a Visual Merchandiser, enhancing product visibility and driving sales during promotional events.
- Supported inventory management processes and maintenance of accurate inventory records, ensuring popular items remained accessible to customers.
- Ensuring a clean and organized environment for optimal customer experience.
- Provided support to other stores during peak hours, helping manage customer traffic & ensuring smooth operations when requested by management.

KEY RESPONSIBILITIES:

- Assisted with store promotions by informing customers about discounts and loyalty programs.
- Daily cash register balance & prepared cash deposits and Visual Merchandising
- Team Collaboration, Support Inventory Management, Customer Service & Sales Support.

EDUCATION

- Technical Diploma in Textiles (2022-2023)
- Higher Secondary Certificate (2019-2021)
- Secondary School Certificate (2005-2015)

TRAININGS

- Professional Development
- In-Depth Product Expertise
- Customer Relationship mastery

PROFESSIONAL SKILLS

- Excellent communicator in working with customers and colleagues of varied backgrounds.
- Good command in POS , MS Word, Auto Cad , Odoo ERP & Oracle ERP system
- Able to stand for long periods ,Strong customer service and communication skills.
- Proficiency with barcode reading equipment ,cash registers and commercial scales.
- Knowledge of merchandising, stock management, and store organization.
- Ability to handle customer complaints in a professional manner.
- Reliable, punctual, Innovative, highly creative and a drive to learn.

LANGUAGE COMPETENCIES

- Bangla: Native language.
- English: Fluent.
- Arabic: Conversational ability.
- Hindi: Fluent.

CERTIFICATIONS

- 2D-3D Design & Animation Course (Operating System, MS Word, AutoCAD3D Studio Max)

AWARDS

- Employee of the Month
Multiple Times.

RESULTS:

- Successfully contributed to the Mango Festival in Qatar , I helped meet the sales targets set by management, playing a key role in the event's success.
- Enhanced customer experience through effective visual displays, which directly contributed to increased foot traffic and higher sales during promotional periods.
- Supported operational efficiency during peak periods, ensuring seamless collaboration between teams and maintaining high standards of service across all locations.