AHMED KHALIL

Cashier & Customer Service Representative

Amman, Jordan | ahmed.khalil@example.com | +962791234567

PROFESSIONAL SUMMARY

Detail-oriented Accounting Diploma graduate with practical experience in retail cash handling, POS operations, and front-line customer service. Demonstrates strong mathematical aptitude, high precision in daily financial reconciliations, and proficiency in Microsoft Excel. Eager to leverage technical foundational skills and exceptional reliability to deliver seamless checkout experiences in a dynamic retail environment.

KEY CAREER HIGHLIGHTS

- Maintained a verified 100% daily register reconciliation accuracy rate with zero cash flow discrepancies.
- Recognized for perfect attendance and strict operational punctuality across all assigned shifts.

WORK EXPERIENCE

Cashier & Customer Service Associate • **Al-Amanah Supermarket** — **Jan 2023 – Dec 2023**

Amman, Jordan

- Executed daily checkout transactions utilizing Point of Sale (POS) systems, handling cash and card payments accurately for over 100 customers daily.
- Reconciled end-of-day register balances against automated sales reports, achieving a 100% accuracy rate in daily cash counting.
- Delivered welcoming, professional customer service at entry and checkout points, resolving simple customer queries and directing shoppers efficiently.
- Generated precise sales invoices and digital receipts while adhering strictly to store pricing policies and financial compliance standards.
- Utilized Microsoft Excel to log shift metrics, record payment anomalies, and assist shift supervisors with routine transaction reporting.
- Collaborated with retail team members to maintain clean, organized checkout counters and assist with light shelf restocking during off-peak hours.

CORE SKILLS & EXPERTISE

Core Technical / Functional Skills: Point of Sale (POS) Operations • Cash Handling & Drawer Balancing • Daily Cash Reconciliation • Billing & Invoicing • Basic Financial Accounting • Data Entry & Records Verification

Tools, Software & Platforms: Point of Sale Systems (POS) • Microsoft Excel • Microsoft Word • Microsoft Office Suite • Digital Payment Processing

Industry Methodologies & Standards: Customer Service Excellence • Retail Transaction Protocols • Financial Compliance & Accuracy • Store Hygiene & Safety Guidelines

Leadership & Executive Competencies: Teamwork & Collaboration • Tact & Professional Diplomacy • Punctuality & Reliability • Active Listening & Communication • Time Management

EDUCATION

Diploma in Accounting • **Al-Quds College** — **2023**

Amman, Jordan

Focus on Financial Accounting & Commercial Math

LANGUAGES

Arabic (Native) • **English** (Professional Working Proficiency)