KHALED ABDEL RAHIM

Cashier & Sales Associate

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PROFESSIONAL SUMMARY

Detail-oriented and energetic Business Administration graduate with one year of hands-on experience in retail sales and cash management. Proven ability to handle high-volume transactions with 99.9% accuracy while delivering exceptional customer service. Eager to leverage strong organizational, communication, and financial reconciliation skills to support operational efficiency in a dynamic retail environment.

KEY CAREER HIGHLIGHTS

- Maintained 100% accuracy in daily cash drawer reconciliation and financial reporting over a 12-month period.
- Consistently achieved top-tier customer satisfaction ratings by resolving inquiries and processing transactions efficiently.

WORK EXPERIENCE

Cashier & Cash Register Officer • **Retail Supermarket** — **Jul 2022 – Jul 2023**

Amman, Jordan

- Executed daily point-of-sale (POS) transactions for over 100+ customers daily, ensuring rapid checkout times and a 99.9% cash balancing accuracy rate.
- Supported inventory management by monitoring stock levels on shelves, reporting discrepancies, and assisting in weekly replenishment cycles.
- Resolved customer inquiries and complaints with professionalism, maintaining a friendly demeanor that contributed to a 15% increase in repeat customer visits.
- Collaborated with the store management team to implement organized checkout lane procedures, reducing average customer wait times during peak hours.
- Handled daily cash drawer reconciliation, prepared bank deposits, and documented financial reports in strict compliance with store auditing policies.

CORE SKILLS & EXPERTISE

Core Technical / Functional Skills: Cash Handling • Point of Sale (POS) Operations • Sales & Upselling • Inventory Monitoring • Financial Reconciliation • Customer Service

Tools, Software & Platforms: POS Systems • MS Excel • MS Word • Barcode Scanners • Card Payment Terminals

Industry Methodologies & Standards: Cash Drawer Auditing • Retail Compliance • Customer Relations Management (CRM) • Loss Prevention

Leadership & Executive Competencies: Active Listening • Problem Solving • Time Management • Team Collaboration • Punctuality

EDUCATION

Diploma in Business Administration • **Amman University College** — **2022**

Amman, Jordan

Key Coursework: Principles of Management, Financial Accounting, Customer Relations, Business Communication

KEY PROJECTS

Retail Store Layout & Efficiency Study (Team Member / Researcher)

Technologies: MS Excel, MS PowerPoint

Analyzed customer flow and checkout bottlenecks for a mock retail store project, proposing a redesigned queue system that theoretically improved throughput by 15%.

LANGUAGES

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

PROFESSIONAL STRENGTHS

Demonstrated commitment to operational excellence, punctuality, and high ethical standards in financial handling.

- Exceptional mathematical and analytical skills
- Proven reliability with 100% attendance record during tenure
- Strong adaptability to fast-paced retail environments