OMAR KHALED NASSER

Cashier & Customer Service Associate

Amman, Jordan | omar.nasser@example.com | +962795551234

PROFESSIONAL SUMMARY

Detail-oriented and dependable Customer Service Associate holding a Diploma in Administration and Tourism. Demonstrates hands-on experience in cash handling, Point of Sale (POS) operation, and customer relations gained through hands-on practical training. Proven track record of achieving 100% till accuracy and perfect attendance while maintaining high standards of service excellence.

KEY CAREER HIGHLIGHTS

- Maintained a 100% accurate cash register balance with zero financial discrepancies throughout full tenure.
- Achieved a 100% attendance and punctuality record alongside consistent positive performance ratings from supervisors.

WORK EXPERIENCE

Cashier & Customer Service Trainee • **Al Barakah Restaurant** — **2023 – 2024**

Amman, Jordan

- Executed daily cash register operations, including opening/closing procedures, cash reconciliation, and invoice generation with 100% accuracy.
- Welcomed and assisted 50+ daily patrons, providing courteous service, resolving basic customer inquiries, and ensuring a welcoming environment.
- Operated Point of Sale (POS) hardware and invoice printers efficiently to facilitate smooth and prompt payment transactions.
- Maintained strict adherence to financial handling guidelines, resulting in zero till variances across the entire operational period.
- Collaborated with floor staff to support dining space organization, seating readiness, and cleanliness during peak operational hours.
- Received positive supervisor feedback for outstanding work ethic, attention to detail, active teamwork, and high reliability.

CORE SKILLS & EXPERTISE

Core Technical / Functional Expertise: Cash Handling & Reconciliation • Customer Service & Care • Point of Sale (POS) Operations • Billing & Receipt Issuance • Front-Desk Support • Order Processing

Tools, Software & Platforms: POS Terminal Systems • Microsoft Excel (Basic) • Microsoft Word • Thermal Invoice Printers • Electronic Payment Cards

Methodologies, Frameworks & Standards: Register Reconciliation Standards • Quality & Cleanliness Compliance • Service Floor Coordination • Guest Hospitality Protocols

Interpersonal & Operational Competencies: Team Collaboration • Attention to Detail • Punctuality & Reliability • Communication & Tact • Problem Solving

EDUCATION

Diploma in Administration and Tourism • **Al Khwarizmi University College** — **2023**

Amman, Jordan

Focus: Customer Service, Hospitality Operations & Administrative Fundamentals

LANGUAGES

Arabic (Native) • **English** (Elementary / Basic Working Proficiency)