



Younas Muhammad

Sales Coordinator, Cashier

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HARD SKILLS

- Building and leading high-performing sales teams.
- Setting sales quotas and goals for the team and monitoring their progress.
- Analyzing sales data to identify trends, opportunities, and areas for improvement.
- Implementing effective sales processes and methodologies.

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking

Education Background

- Matric
Mardan Board KPK, Pakistan
Completed in 2008
- DAE
Board of Electrical Education KPK,
Pakistan
Completed in 2011

About Me

As an accomplished with **10 years of experience**, I am a results-driven professional who thrives in dynamic and competitive environments. My expertise lies in developing and executing strategic sales initiatives that consistently exceed targets and drive revenue growth. With a proven track record of leading high-performing sales teams, I excel in fostering a culture of success through mentorship, motivation, and innovative sales strategies.

Professional Experience

Giga Mall Islamabad | Sales Coordinator

2020 – Present

Key responsibilities:

- **Developing Sales Strategies:** Creating and implementing effective sales strategies that align with company goals and objectives. This involves analyzing market trends, identifying target markets, and setting achievable sales targets.
- **Setting Sales Targets:** Establishing clear sales quotas and goals for the sales team. Ensuring that these targets are challenging yet attainable to drive motivation and performance.
- **Monitoring Performance:** Tracking individual and team performance against sales targets. Identifying areas for improvement and implementing corrective measures when necessary.

The Centaurus Mall | Cashier

2015 – 2020

Key responsibilities:

- **Customer Service:** Greeting customers, answering their questions, and providing assistance with purchases or inquiries in a friendly and professional manner.
- **Cash Handling:** Accurately processing cash, credit card, and electronic transactions for purchases. Counting and verifying cash amounts at the start and end of each shift.
- **Point of Sale (POS) System:** Operating the POS system to scan and enter products, process payments, and issue receipts. Ensuring the accuracy of transaction entries.
- **Cash Register Management:** Ensuring the cash register is well-stocked with sufficient change and receipt paper. Handling cash register reconciliation at the end of each shift.
- **Product Knowledge:** Familiarizing yourself with the products, brands, and promotions offered within The Centaurus Mall. Being able to provide basic information to customers.

Achievements

1. **Exceptional Customer Service:**

Consistently received positive feedback from customers for providing friendly, efficient, and helpful service at the cashier station.

2. **Accurate Cash Handling:** Maintained a high level of accuracy in cash handling, consistently balancing the cash register without any discrepancies.

3. **Efficient Transaction Processing:**

Streamlined the checkout process, resulting in reduced wait times for customers and contributing to a more positive shopping experience.

4. **Upselling Success:** Demonstrated a skill for suggesting complementary products to customers, leading to increased sales and revenue.

5. **Conflict Resolution:** Successfully resolved customer complaints and concerns, turning potentially negative experiences into positive ones and maintaining customer loyalty.

6. **Training Assistance:** Played a role in training new cashiers, sharing knowledge of the point-of-sale system, store layout, and customer service techniques.

7. **Loss Prevention Contributions:** Actively participated in identifying and reporting suspicious activities, contributing to the prevention of theft and fraud within the store.

8. **Team Collaboration:** Collaborated effectively with floor staff and management to address customer inquiries and ensure a seamless shopping experience.

9. **High Transaction Volume Handling:** Demonstrated the ability to handle a high volume of transactions during peak shopping periods while maintaining accuracy and a positive attitude.

10. **Recognition for Outstanding Service:**

Received multiple recognition awards or acknowledgments from management for consistently exceeding customer service expectations and contributing to a positive store atmosphere.

Save Mart Bahria Town Rawalpindi | Cashier

2012 – 2015

Key responsibilities:

- **Customer Transactions:** Processing customer purchases accurately and efficiently using the point-of-sale (POS) system, ensuring that items are scanned or entered correctly.
- **Cash Handling:** Accepting cash, credit/debit card payments, mobile payments, and other forms of tender. Providing accurate change and receipts as needed.
- **Maintaining Cash Register:** Opening and closing the cash register at the beginning and end of your shift. Ensuring that the register is balanced and reconciled according to the established procedures.
- **Price Verification:** Ensuring that all items are correctly priced and that any discounts or promotions are applied accurately.
- **Customer Service:** Providing excellent customer service by addressing customer inquiries, concerns, and complaints in a professional and friendly manner.
- **Bagging and Packaging:** Properly bagging and packaging customer purchases, ensuring that delicate items are handled with care and that all items are presented neatly.
- **Returns and Exchanges:** Assisting customers with returns and exchanges, following the store's policies and procedures to ensure a smooth process.
- **Upselling and Cross-Selling:** Identifying opportunities to upsell or cross-sell products to customers by offering relevant items or promotions.
- **Loss Prevention:** Being vigilant about potential theft or fraudulent activities and reporting any suspicious behavior to the appropriate personnel.