



# Junaid Ishfaq

Visit Visa Expiry: **15 Jan 2024**

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📍 Ras Al Khaimah, United Arab Emirates

## Professional Summary

Proficient in handling money and possessing a strong understanding of retail operations. Focused on keeping work areas clean, neat and professionally arranged. Strong team player, with good listening skills and attentive, detail-orientated nature. Committed and hardworking Cashier with 3 years of experience processing transactions and assisting customers. Dedicated to answering customer questions and resolving issues. Creative problem-solver capable of helping customers with various needs and getting support from managers for complex issues. Results-focused Clerk who thrives in fast-paced, deadline-driven environments. Committed to accuracy and efficiency as achieved through hard work and attention to detail.

## Work History

**9.2021-12.2022**

### Cashier

#### Irum Soup Multan Cantt -Multan Pakistan

- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
- Used cash registers to request and record customer orders and compute transactions.
- Resolved customer complaints and answered queries about store products.
- Reduced customer waits times through optimized checkout processes.
- Delivered outstanding customer care with proactive sales and listening skills.
- Answered questions about store policies and concerns politely and professionally, supporting positive customer experiences.
- Helped customers to pack away shopping for improved customer experience.
- Checked notes carefully to spot counterfeit currency.

**10.2019-8.2021**

### Waiter

#### Irum Soup Multan Cantt – Multan Pakistan

- Supported restaurant set-up, cleaning and preparations, readying appropriately for first customer arrivals.
- Served high volumes of guests in fast-paced service environments with exceptional customer care.
- Greeted guests pleasantly and professionally, promoting positive customer experiences from arrival to departure.
- Resolved guest complaints promptly and professionally, notifying restaurant management of concerns.
- Provided friendly, courteous service, maximizing positive customer satisfaction ratings.
- Delivered exceptional service by greeting and serving customers in timely, friendly manner.
- Assisted customers with menu selection, offering knowledge of current special dishes and personal recommendations to build rapport.
- Delivered food and drinks from kitchen to respective tables to meet timely expectations.

## Skills

- Complaint handling
- Store merchandise stocking
- Daily transaction summarizing
- Payment processing
- Bagging and packaging
- Endurance
- Team player
- Creativity
- conflict resolution
- Adaptability
- Communication

## Education

**09.2017-12.2021**

**Bachelor of Science, English**  
Bahauddin Zakariya University Multan

**09.2015-08.2017**

**Intermediate, FSc. Pre-Medical**  
Government Comprehensive Higher Secondary School Multan

**03.2013-08.2015**

**Matric, Science**  
Government Comprehensive Higher Secondary School Multan

## Personal Details

**Date of Birth:** 16-Nov-1998

**Marital Status:** Unmarried

**Gender:** Male

**Nationality:** Pakistani

**Visa status:** Visit Visa

**Religion:** Muslim

## Languages

**English, Urdu**