

TALHA RIZWAN

Summary

By utilizing my proven leadership experience and problem-solving skills, I will help improve the customer service scores and client retention at Transparent Call through effective training of team members, understanding customer needs & attention to detail. Dedicated employee with strengths in customer service, sales and promotion strategies. Successful in teaching junior employees how to maximize performance.

Skills

- Cash Handling
- Customer Service
- POS Systems
- Payment Processing
- Cooperative Attitude
- Inventory Stocking
- Employee Training
- Problem-Solving
- Staff Supervision
- Cash Management

Experience

CASHIER

TABCO INTERNATIONAL 02/2019-12/2022

Responsibilities to handle the cash suggestive sale work with the team
Answer customers queries increase store sales achieve daily and monthly targets
Delivered high level of customer service to patrons using active listening and engagement skills.
Helped customers find specific products, answered questions and offered product advice.
Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
Worked closely with front-end staff to assist customers.
Trained new team members in cash register operation, stock procedures and customer services.

CASHIER 736 A.D CAFÉ

01/2018-01/2019

Supervised and supported housekeeping personnel to maximize quality of service and performance.
Verified each completed room against standard plans to maintain consistency.
Practiced safe work habits and wore protective safety equipment.
Created schedules, shift reports and other business documentation to coordinate housekeeping needs.
Reviewed employee performance and devised improvement plan to achieve goals.
Prepared work schedules for associates to promote proper staffing levels.
Submitted repair requests to maintenance team to reduce operating costs and improve energy-saving strategy.
Checked inventory for required supplies and made lists for needed cleaning products.

TRAINEE SHIFT LEADER

Carl's Jr DELHI 20 09/2016-12/2017

Responsible to handle the shift create a good work environment with the team
Making daily sales reports
Stock management

Handle guest complaints
Counting daily, weekly, monthly inventory help managers for daily management tasks.

TEAM MEMBER CASHIER
McDonald's Delhi 03/2015-06/2016

Preparing food items, such as burgers, fries, and sandwiches, according to company standards
Operating cash registers and handling transactions accurately and efficiently Providing excellent customer service
Personal information

Education and BBA, MARKETING, Expected in 02/2026 Training JAMIA HAMDARD

12TH, 04/2017
CBSE PRIVET

10TH, 04/2013
CBSE PRIVET

Languages

Hindi: First Language
English: C1

Advanced

COMPUTERS

- GOOD KNOWLEDGE IN COMPUTERS APPLICATION
- MS EXCEL MS WORD MS POWERPOINT
- WORK IN POS SYSTEM MICROS AND OTHER SALES SOFTWARE

Appreciation • Certified CASHIER, TABCOFOOD - 2019-2023 Letter

Additional Information

- DOB: 13/07/1997
- HOBBIES: RIDING BIKES, READING , DRAWING ARTS
- PLACE: NEW DELHI