

MD SAMSUDDIN ALI

General Cashier | Customer Service & Operations
Doha, Qatar | (+974) 74795547 | mdsamsuddinali79@gmail.com

Professional Summary

Detail-oriented and dependable professional with over 7 years of experience in cash handling, customer service, and administrative support across retail and e-commerce sectors. Proven ability to manage financial transactions, prepare daily cash reports, maintain accurate records, and assist in reconciliations. Adept in using Microsoft Office, with excellent organizational and interpersonal skills. Highly flexible, honest, and committed to delivering quality service in fast-paced environments.

Key Skills & Competencies

- Cash Handling & Reconciliation
- Petty Cash & Float Management
- Daily Cash Report Preparation
- Administrative Support & Filing
- Data Entry & Recordkeeping
- Microsoft Office (Word, Excel, Outlook)
- Customer Service & Problem Solving
- Team Support & Communication
- Compliance with Company Policies
- Flexible with Shifts, Weekends & Holidays

Work Experience

Cashier Cum E-Commerce Admin

- AMANA SUPERMARKET – Doha, Qatar | Jan 2024 – Mar 2025
- Handled daily customer orders and payments via third-party platforms (Talabat, Snoonu, WhatsApp)
- Processed daily transactions, ensured timely order dispatch and accurate invoicing
- Reconciled reports, maintained sales data, and updated pricing/product listings
- Answered customer queries and coordinated with finance teams for accuracy

Acting Cashier Supervisor / Customer Service Representative

- AL MEERA CONSUMER GOODS CO. – Doha, Qatar | Mar 2020 – Dec 2023
- Supervised daily store operations, handled POS issues and controlled cashier activities
- Reconciled cash collections and returns; monitored refunds and adjustments
- Prepared end-of-day reports and performed administrative documentation
- Provided support to customers and internal departments with financial queries

- Processed payments, accepting cash, debit, or credit cards, and provided change as needed
- Scanned goods and ensured pricing is accurate
- Handled returns or exchange items
- Ensured quick and accurate checkout experience
- Greeted customers when entering or leaving the store

Cashier cum Sales Associate

- BIG MART – Kathmandu, Nepal | Mar 2019 – Feb 2020
- Handled cash, credit/debit transactions, and ensured billing accuracy
- Prepared daily cashier reports and maintained cash control
- Assisted customers, resolved complaints, and supported product display management
- Performed returns, refunds, and product inquiries professionally

Store Keeper

- BIG MART – Kathmandu, Nepal | Jan 2018 – Feb 2019
- Maintained records of sales and purchases, verified goods and invoices
- Coordinated with accounting for invoice processing
- Organized inventory and prepared reports

Education

- Bachelor of Computer Application (BCA) – Tribhuvan University, Nepal (2020)
- Secondary School – Greenland International College, Nepal (2017)
- High School – Sirjana Secondary School, Rajbiraj, Nepal (2015)

Certifications & Technical Skills

- Proficient in: MS Office (Word, Excel, Outlook), Data Entry
- CRM/ERP Tools: Familiar with POS & retail platforms (e.g. WhatsApp, Talabat, Snoonu)
- Languages: English, Arabic, Hindi, Urdu & Nepali

Personal Details

- Date of Birth: 12 May 1998
- Nationality: Nepali
- Marital Status: Single
- Visa Status: Transferable with NOC – Ready to join immediately