

Farhan Omar

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Profile

Expert in customer service with a strong background in cash handling and financial record accuracy. Demonstrated capability in managing confidential information and performing administrative tasks efficiently. Proven track record as an Assistant Export Manager, enhancing export strategies and logistics coordination. Committed to customer satisfaction, sales, and inventory management. Continuous professional development in leadership and project management.

Work Experience

Sep 2022 – Current

Cash Office Assistant, Primark

Reliable with proficiency in cash handling procedures, maintaining accurate records, and ensuring financial transactions are processed accurately and promptly. Strong communication skills, well-versed in customer service, and adept at managing confidential information responsibly. Comfortable using financial software and offering administrative support when needed.

- Oversee the meticulous distribution and collection of cash, ensuring secure handling and accurate recording of transactions to maintain financial integrity.
- Exhibit exceptional multitasking abilities, coupled with robust time management skills to meet the dynamic demands of the office environment effectively.
- Skilfully manage the telecommunication system by directing incoming calls to appropriate departments and facilitating smooth transfer of inquiries, contributing to the organisation's professional image.
- Undertake a comprehensive suite of administrative responsibilities, demonstrating attention to detail and commitment to organisational efficiency.
- Prepare and verify till floats with precision, ensuring readiness and accuracy for the forthcoming day's financial activities.
- Conduct a thorough reconciliation of cash transactions at the end of each business day, compiling and presenting detailed reports to management for review and decision-making processes.

Key Achievements

- **Managed daily cash transactions averaging £15,000**, ensuring accurate and timely processing.
- **Implemented a new cash handling procedure that reduced processing time.**
- Conducted weekly audits, identifying and correcting discrepancies, resulting in a 98% accuracy rate in financial reporting.
- Recognised for exceptional attention to detail and accuracy in all cash handling responsibilities.
- Developed strong relationships with colleagues and customers, enhancing team collaboration and customer satisfaction.
- Demonstrated excellent problem-solving skills by swiftly resolving cash discrepancies and customer queries.

Aug 2021 – Sep 2022

Retail Assistant, Primark

Duties included providing outstanding customer service, maintaining store presentation standards, processing transactions efficiently, organising the stock room, and assisting customers in locating desired items. Flexibility and communication skills had been key to successful performance.

- Demonstrated a strong commitment to achieving high levels of customer satisfaction through excellent sales service.
- Was skilled in processing both cash and card transactions using the store's Point of Sale (POS) system.
- Managed the store floor, ensuring a welcoming environment for customers, and proficiently handled merchandise display to maximise visual appeal and product accessibility.
- Operated the cash register and managed financial transactions with accuracy, including handling cash, card payments, and processing returns, contributing to efficient and error-free checkout experiences.

Key Achievements

- **Spearheaded a customer engagement initiative that led to an increase in repeat customer visits**, showcasing exceptional skills in customer service and loyalty program management.
- Managed inventory with meticulous accuracy, reducing stock discrepancies, demonstrating strong organisational skills and attention to detail.

- **Exceeded sales targets** through effective product promotion and upselling techniques, proving a strong capability in sales and marketing strategies.
- Led the expansion of international markets, negotiating contracts with overseas clients and ensuring compliance with global trade regulations, resulting in increased export revenues.
- Developed and implemented export strategies, coordinating logistics and supply chain processes, enhancing operational efficiency and customer satisfaction.

Apr 2021 – Aug 2021

Assistant Export Manager, Hamid General Trading Company

Optimal delivery routes were devised and implemented, with efficient coordination with drivers and task assignment to streamline operations. Thorough investigations into receiving strategies were conducted, selecting the most efficient carriers, routes, and methods to minimize costs and enhance scheduling efficiency. Transportation costs were diligently monitored, ensuring accurate and timely filing of all shipping documentation.

Apr 2020 – Nov 2021

Customer Service Representative, Simba Fiber

Possessed a wealth of experience in providing top-tier customer service across various industries. Was skilled at responding to queries, resolving issues, and offering detailed product information to clients. Highly adept at maintaining customer satisfaction and loyalty through exceptional service.

Key Achievements

- Implemented and managed an effective online payment system, significantly enhancing customer satisfaction through streamlined transaction processes.
- Developed innovative problem-solving strategies to resolve complex customer issues, substantially reducing the number of escalated complaints and improving overall service quality.

Nov 2019 – Feb 2021

Duty Manager, Ohio Garden and Coffee

Effectively managed and improved employee engagement through mentoring, coaching, and regular feedback, addressing conflicts successfully. Oversaw daily operations, ensuring employee productivity and monitoring the efficiency of all processes, while fostering a positive work environment. Demonstrated a thorough understanding and compliance with all relevant policies and procedures.

Key Achievements

- Established a reputation for excellence in crisis management, adeptly handling unforeseen challenges and maintaining operational continuity under demanding circumstances.
- Cultivated a positive and inclusive workplace culture, fostering team collaboration and morale, which significantly enhanced staff engagement and productivity.

Education and Training

Learning Excel Desktop (Microsoft 365), LinkedIn, 2023

Project Leadership, LinkedIn, 2023

Project Management Skills for Leaders, LinkedIn, 2023

Postgraduate Certificate in project Planning and Management: College of Business and Management Science, 2019

Diploma In Business Administration: Business Administration, University of Somalia 2018

Bachelor of Public Administration 1st: Economics and Management Science, Green Hope University, 2018

Computerised Accounting: Accounting

Modules: Graduate with Certificate of Completion QuickBooks, Sage 50 & DacEasy Accounting

Professional Skills

Inventory Management | Product Knowledge | Communication Skills | Problem-Solving | Relationship Building
Customer Service | Sales Expertise | Team Collaboration | Cash Handling