



NEHA SHAJI

Varapuzha, Ernakulam
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OBJECTIVE

Enthusiastic and detail-oriented professional with 1+ year of hands-on experience as a Customer Service Associate & Cashier at a high-traffic ice cream parlor. Skilled in POS operations, cash handling, conflict resolution, and delivering exceptional customer service. Eager to leverage adaptability, teamwork, and communication skills to excel in retail, hospitality, or administrative roles.

EDUCATION

Higher Secondary (12th) | May 2022

Government Girls Higher Secondary School,
Paravoor, Ernakulam

WORK EXPERIENCE

Customer Service Associate & Cashier (Nov 2023 – Jan 2024)

Pop Brothers Ice Cream Parlor

Cheranalloor, Ernakulam

- Delivered friendly and efficient service in a high-traffic ice cream parlor.
- Processed cash, card, and digital payments accurately using a POS system.
- Maintained cleanliness and organization at the counter and dining area.
- Assisted customers with menu selections, customized orders, and resolved complaints to ensure satisfaction.
- Collaborated with team members to streamline operations during peak hours.

SKILLS

Professional

- Customer Service | Cash Handling | POS System Operation
- Time Management | Organizational Skills | Active Listening
- Adaptability | Leadership | Malayalam Proficiency

LANGUAGES

- English (Proficient)
- Malayalam (Native)
- Tamil