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Motihari, IN 845436

# Rana Pratap

## Skills

Computer & Technical Skills

Reporting & Financial Skills

Communication & Customer

Support Skills

- Basic to Intermediate Computer Knowledge
- MS Excel (Basic formulas, reports, data entry)
- MS Word & Documentation
- Email Handling & Online Communication
- Fast & Accurate Data Entry
- POS & Billing Software Handling
- Digital Payments Handling (UPI, Card, Wallet)
- Internet Research & Online Tools Usage
- Daily Cash Reconciliation
- Financial Report Verification
- Budget & Sales Report Preparation
- Customer Return & Refund Verification
- Audit Support & Documentation
- Physical Cash Verification
- Strong Customer Handling Skills
- Problem Solving Ability
- Complaint Resolution
- Call Handling & Query Support
- Clear Hindi Communication
- Basic English Communication

## Education And Training

04/2025

**Bachelor Of Science:**

Accounting & SCIENCE

**DR JAGANATH MISHRA**

MUZAFFARPUR

## Summary

Dedicated and detail-oriented retail professional with experience in Loss Prevention and Head Cashier roles at V2 Retail Ltd. Skilled in cash management, financial reporting, audit support, and customer service operations. Strong computer knowledge with hands-on experience in MS Excel, reporting, and POS systems. Proven ability to handle team responsibilities, resolve customer queries, and maintain accurate documentation. Reliable, quick learner, and ready to contribute effectively in remote customer support, back office, or call center roles.

## Experience

### V2 RETAIL - Head Cashier

MOTIHARI, INDIA

10/2025 - 02/2026

- Managed complete cash counter operations and supervised cashier team.
- Handled daily cash collection, billing monitoring, and POS operations.
- Verified cashier tender reports (Cash, UPI, Card, Wallet transactions).
- Prepared daily and monthly cash summary reports.
- Ensured 100% accuracy in cash handling and physical cash verification.
- Resolved billing errors, refund issues, and customer transaction queries.
- Maintained proper documentation for audits and management review.
- Coordinated with store manager for daily sales target monitoring.
- Trained new cashiers on billing software and cash handling procedures.
- Ensured smooth store closing process with proper cash reconciliation.

### V2 RETAIL - Loss Prevention Lead

motihari, IN

03/2025 - 10/2025

- Managed complete cash counter operations and supervised cashier team.
- Handled daily cash collection, billing monitoring, and POS operations.
- Verified cashier tender reports (Cash, UPI, Card, Wallet transactions).
- Prepared daily and monthly cash summary reports.
- Ensured 100% accuracy in cash handling and physical cash verification.
- Resolved billing errors, refund issues, and customer transaction queries.
- Maintained proper documentation for audits and management review.
- Coordinated with store manager for daily sales target monitoring.
- Trained new cashiers on billing software and cash handling procedures.
- Ensured smooth store closing process with proper cash reconciliation.