

Awais Rana

Customer Experience

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Languages

English

About

BRANDS WORKED WITH

Coffee Planet

Daraz

GCU

Experience



Customer Experience Specialist

Coffee Planet | Mar 2022 - Jul 2022

Responsibilities & Achievements:

- Delivered exceptional customer service and fostered a warm and inviting atmosphere in a fast-paced coffee shop environment.
- Proficiently operated point-of-sale systems, ensuring accurate transactions and maintaining cash drawer integrity.
- Collaborated with a diverse team to ensure the smooth flow of orders, maintaining a clean and organized workspace.
- Acted as a knowledgeable brand ambassador, offering coffee recommendations and product information to enhance the customer experience.
- Mastered the art of multitasking, handling a high volume of orders while maintaining a friendly and approachable demeanor.
- Demonstrated adaptability by successfully handling various responsibilities, such as order preparation, restocking, and customer inquiries.
- Managed customer feedback with a solutions-oriented approach, ensuring customer satisfaction and loyalty.



E-commerce Manager

Daraz | Apr 2021 - Aug 2021

Job Responsibilities & Achievements:

- Pioneered and managed a thriving e-commerce venture on the dynamic Daraz platform, delivering a significant impact on the digital marketplace.
- Demonstrated a keen business acumen by identifying niche market opportunities, curating an enticing product selection, and rapidly scaling the online store's operations.
- Meticulously handled end-to-end e-commerce operations, encompassing product sourcing, inventory management, order fulfillment, and customer service, ensuring a seamless and delightful shopping experience.
- Cultivated strategic partnerships with suppliers and vendors, negotiating favorable terms and sourcing high quality products to maintain a competitive edge.
- Upheld the highest standards of customer satisfaction by providing exceptional service, promptly resolving inquiries and concerns, and fostering a loyal customer community.
- Achieved remarkable results within a limited timeframe, including impressive sales figures and consistently positive customer feedback.

Event Management Team Member

GCU | Jan 2020 - May 2020

Job Responsibilities & Achievements:

- Enthusiastically contributed to a dynamic and creative team responsible for conceptualizing, planning, and executing a diverse range of engaging events and activities at Government College University.
- Demonstrated strong organizational and leadership skills by collaborating with a talented team to successfully coordinate and manage various events, adding vibrancy and excitement to campus life.
- Effectively managed event logistics, including budgeting, venue selection, vendor coordination, and scheduling, ensuring seamless and memorable experiences for attendees.

- Contributed to the strategic marketing and promotion of events, utilizing social media, campus outreach, and other channels to boost attendance and engagement.
- Demonstrated adaptability and quick decision-making when addressing unexpected challenges during event execution, preserving the overall success and quality of the events.
- Embraced a commitment to the enrichment of campus life by consistently delivering exceptional events that created lasting memories for students and faculty.
- Nurtured team collaboration, innovation, and attention to detail, ensuring the flawless execution of events and aligning with the university's mission of fostering a vibrant and engaging campus culture.

Education & Training

- 2023 - 2023 ● **Middlesex University London**
BSc Hons Information Technology & Business Information System,
- 2021 - 2023 ● **Lahore Garrison University**
Higher National Diploma,
- 2019 - 2021 ● **GCU**
College,