

Maryah Kamran

Customer Service Assistant

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Languages

English

About

Experienced retail professional with roles at ZARA and The Range. Skilled in customer service, inventory control, and complaint resolution. Proven ability to manage tasks under pressure while ensuring customer satisfaction. Flexible and adaptable to various retail environments.

BRANDS WORKED WITH

ZARA

The Range

Evergen Solar

Experience



● SALES AGENT/BOOKING AGENT

Evergen Solar | May 2024 - Jun 2024

Present, promote and sell products/services using solid arguments to existing and prospective customers Perform cost-benefit and needs analysis of existing/potential customers to meet their needs Establish, develop and maintain positive business and customer relationships Reach out to customer leads through cold calling Expedite the resolution of customer problems and complaints to maximize satisfaction Achieve agreed upon sales targets and outcomes within schedule Coordinate sales effort with team members and other departments Analyze the territory/market's potential, track sales and status reports Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services. Keep abreast of best practices and promotional trends Continuously improve through feedback



● CUSTOMER SERVICE EXECUTIVE

ZARA | Jun 2022 - Sep 2022

- Providing an elevated customer experience to generate a loyal client.
- Representing online element of brand and processing orders
- Developing a reputation as an efficient service provider with high levels of accuracy.
- Ensuring superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Managing a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Handling minimum 68 calls per day/50 chats.
- Achieved 50+ accreditation for solving customer queries.
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- Achieved 100% score on feedback reports.
- Created customer service reports that provided key insights into customer preferences and behaviors
- Resolved customer complaints in a timely and effective manner, resulting in a 96% customer satisfaction score
- Developed customer service scripts and procedures that improved customer service consistency and quality

● TUTOR

| Sep 2021 - Dec 2023

- Providing areas and revision timetable for kids to work with.
- Managing students in person and online.
- Facilitated discussions to help students develop communication and problem-solving skills
- Motivated students to think critically and become independent learners
- Developed lesson plans that effectively addressed each student's academic needs
- Collaborated with teachers and administrators to create an individualized plan for each student to reach their academic goals
- Monitored student progress and provided progress reports to parents to ensure accountability and support
- Encouraged students to become independent learners by providing resources and implementing strategies to help them succeed.

- Providing 1:1 help with students in GCSE and A levels reach their targeted grades in maths and science specifically.
- Teaching students in small and large groups from the ages of 10-16 in all subjects and all areas.
- Preparing for lessons by lesson planning and feedback.
- Clearly communicating with parents.
- Ensuring a positive progress for each student.
- Achieved great feedback from parents and students pleased with results by the end of their GCSEs.
- Managing a wide range of ages of kids at 1 time and ensuring all needs are met.



● RETAIL ASSISTANT

The Range | Apr 2020 - Sep 2020

- Supervisory role on day to day basis in fast paced environment
- Excellent customer care and conflict resolution skills
- Worked as an exceptional team player
- Building customer loyalty through fostering stronger relationships
- Providing prompt service whilst taking orders
- Taking orders by putting them into the database and repeat orders to ensure accuracy
- Processing cash/card payments correctly, ensuring guaranteed quality of service through effective communication with customers
- Assessing crew members skills and offered support with tasks
- Increasing company's growth and revenue through sales maximization and frequent Stock checks
- Processing invoices, receipts and payments
- Conducting health, safety and risk assessments.
- Awarded employee of the month award
- Conducted inventory audits to ensure accurate stock levels and identify areas of loss prevention
- Resolved customer complaints and issues in a courteous and professional manner