



# Fizza Miraj

Customer Service Team

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## Languages

English (Work Proficiency)

Urdu (Native)

## About

Results-driven Sales Assistant with experience in client help, advising, and store maintenance. Proficient in communication and adept at fast-paced retail environments. Flexible, reliable, and committed to delivering excellent service in high street stores specialising in womenswear, beauty, and menswear.

### BRANDS WORKED WITH

Sales assistant

SELF

## Experience

### CUSTOMER SERVICE TEAM LEADER

Sales assistant | Nov 2022 - Now

- Enhanced customer satisfaction ratings by managing client enquires through to resolution.



### Lecturer

University of Management & Technology Sialkot Campus | Jan 2020 - May 2022



### FREELANCING

SELF | Aug 2018 - Jan 2020

maintaining regular correspondence with students and faculty members and tracking academic performance for students. 08/2018 to 01/2020  
FREELANCING Self, Lahore, Pakistan

- Identified clear teaching and learning objectives and determined appropriate delivery methods.
- Implemented Assessment for Learning strategies and encouraged self-assessment.
- Verbal and writing communication
- Presenting and communications skills
- Proficient in Microsoft Word, Excel, and Power point
- C++, Matlab, Mathematica Virtual training sessions
- Web development training
- HTML coding

## Education & Training

2022 - 2023

### University of the West of Scotland

Master of Arts,

### University of the Management & Technology

Master of Science,

2016

### Government College University

Master of Science,

2022 - 2023

### University of the West of Scotland

M.ed Education, Teaching