



# Sadia Faizah

Services

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## Languages

English

## About

Looking to work in an organization that can provide a variety of opportunities that allow me to expand my skills and knowledge while working towards achieving the organizational goals.

### BRANDS WORKED WITH

Agora Super Shop

Pizza Burg

## Experience

### ● Service

Agora Super Shop | Jan 2021 - Feb 2022

Achievements/Tasks

1. Greet and welcome customers, providing assistance and guidance throughout their shopping experience. 2. Address customer inquiries, concerns, and product-related questions in a friendly and professional manner. 3. Effectively handle and resolve customer complaints or issues, striving for quick and satisfactory resolutions. 4. Collaborate with other departments to address complex problems and ensure customer satisfaction. 5. Collect and analyze customer feedback to identify areas for improvement and implement changes as needed. 6. Proactively seek ways to enhance the overall customer service experience.



### ● Service

Pizza Burg | Nov 2018 - Dec 2020

Achievement/Tasks

- Take orders.
- Keep customers informed about the status of their orders and any potential delays.
- Suggest add-ons or upgrades to increase the value of customer orders..
- Provide friendly and courteous service to enhance the customer experience
- Ensure customer satisfaction by addressing issues promptly and effectively.
- Maintain a clean and organized work area, including the front counter and customer service area.

## Education & Training

2023

### ● Uttara High School & College

B.Sc in Software Engineering,

2014

### ● Uttara High School & College

Secondary School Certificate SSC,