



# Aleena Haroon

I am a fast learning individual who has lots of customer service experience. I also have excellent computer proficiency.

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## Languages

English (Native)

Urdu (Native)

## About

I am a dedicated retail professional with extensive customer service and sales experience. I excel in delivering excellent customer experiences, processing transactions accurately, and ensuring efficient store operations.

### BRANDS WORKED WITH

Barista, Costa Coffee

Classic Trends Flowers

Financial Times

## Experience



### ● Barista, Costa Coffee

Scoffs Group | Jul 2022 - Now

- Delivered great customer service by receiving orders, responding to inquiries, and offering advice while dealing with clients in a kind and professional manner.
- Processed credit card and cash transactions with accuracy, keeping accurate sales and inventory records.
- Effectively collaborated with team members to guarantee efficient and productive store operations while continuously satisfying consumer needs.



### ● Internship

Financial Times | Jun 2022 - Jun 2022

Work Experience (Online)

- Developed a comprehensive project plan for a crime-detecting app in collaboration with a team, demonstrating strong teamwork and project management skills.
- Utilised Google Meet for effective presentations and remote collaboration, including interviews with professionals at The Financial Times.

### ● Admin Support

Classic Trends Flowers | Jan 2016 - May 2021

- Arranged and managed appointments with clients, ensuring all bookings and deliveries were accurately confirmed and executed.
- Maintained and organised the diary of events, ensuring all key dates and appointments were efficiently managed.
- Promoted the company's social media platforms, enhancing online presence and customer engagement through strategic content and interaction.
- Supported and delivered events, including wedding ceremonies and meetings.

## Education & Training

2023 - 2026

### ● University of Westminster

Bachelor of Science,

2021 - 2023

### ● New City College

DMM,