



Hina Ramzan

Customer Assistant

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Languages

English

About

A dedicated professional with diverse experience providing customer service, cashiering and administrative support, with an academic background in economics and finance. Familiar with using different financial software including SAP and operating sales support devices. Able to support customers within different team settings by providing product information and office administrative services. Can communicate effectively at all levels and possess the skills to handle tasks or collaboratively as part of a team. Looking to leverage my skills and knowledge in a dynamic professional environment where I can contribute to both customer satisfaction and strategic business success.

BRANDS WORKED WITH

Markes and Spencer (M&S)

Orient - Group of Companies

Experience

● Customer Assistant

Markes and Spencer (M&S) | Feb 2023 - Apr 2023

- Provided positive customer experiences and enhanced brand reputation through attentive, helpful service.
- Handled complaints calmly and professionally, providing appropriate solutions to promote continued customer satisfaction.
- Successfully operated through honeywell to label products information and pricing.
- Operate cash register and process customer transactions accurately and efficiently.
- Collaborated with colleagues and team members to ensure a positive and efficient working environment.



● Admin Assistant

Orient - Group of Companies | May 2018 - Jan 2022

- Welcomed incoming customers in friendly demeanor and provided professional assistance.
- Created customer order inline using SAP accounting software and directed to the head office finance department.
- Provided various admin support such as directing clerical tasks, including copying, faxing and file management.
- Assisted the finance team in maintaining invoices, keeping customer business ledger records and other paperwork to facilitate ease of retrieval.
- Answered and directed incoming calls to relevant staff members using multi-line telephone system.
- Maintained clean and orderly reception area to impress and welcome visitors.

Education & Training

2022 - 2023 ● GCU

Master of Science,

2014 - 2016 ● University of Sargodha

Master of Science,

2011 - 2013 ● University of Sargodha

Bachelor of Arts,