

Munifa Nusrat

Customer Service Executive

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Languages

English

About

BACHELOR'S IN COMPUTER SCIENCE AND ENGINEERING. Motivated and results-driven computer science graduate seeking a challenging position within a large organization as a retail assistant / sales associate. Offering a strong foundation in marketing strategy, assisting the company director with marketing activities and managing client accounts, reviewing payments and ensuring timely responses to client inquiries with a proven ability to drive efficiency, deliver successful outcomes and collaborate within cross-functional teams.

BRANDS WORKED WITH

BRAC Aarong

SkyTech Solutions

The North Face

Experience



● SalesAssociate

The North Face | Oct 2023 - Now

Proven ability to engage customers in a friendly and approachable manner. Strong communication skills, creating a positive and welcoming shopping experience. Acknowledged for outstanding performance by being awarded "Employee of the Day." Extensive knowledge of The North Face product line, demonstrating expertise to assist customers in making informed purchasing decisions. Consistently demonstrated a strong work ethic and dedication to maintaining high retail standards. Handled customer complaints with empathy and a solution-oriented mindset. Jan 2023 - June 2023



● Customer Service Executive

SkyTech Solutions | May 2020 - Dec 2022

Managed customer calls, identified client needs, resolved issues, provided solutions, upsold products, fulfilled sales along with the organization's mission. Managed and resolved complaints effectively, resulting in 80% positive customer outcomes. Maintained call center efficiencies, ensuring clear and effective communication.

● Sales associate

BRAC Aarong | Jan 2023 - Jun 2023

Participated in on-site promotions, sales events, and marketing initiatives to increase sales and stimulate customer engagement. Demonstrated proficiency in operating cash registers, ensuring precision in handling transactions and processing various payment methods, including cash, credit cards, and checks. Fostered a collaborative and productive work environment by working closely with team members to ensure overall success of the store.

Education & Training

● TMSS ICT

Bachelor of Science in Computer Engineering,