

Azka Zain

Design supervisor and Office Manager

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Languages

- Punjabi
- Urdu
- English

About

With three years of retail experience, I excel in customer service and sales roles. Skilled at adapting to fast-paced environments, I've enhanced operations and customer satisfaction as a Cashier and Front Desk Officer, keen on joining a dynamic retail team.

BRANDS WORKED WITH

- Sarena Hotel
- REWAYAT
- SHE FITNESS GYM
- CASHIERAT CENTAURUS MALL

Experience

- FRONT DESK OFFICER**
Sarena Hotel | Jan 2023 - Jun 2023
Strengthened traceability and developed organization systems for records, reports, and agendas. Encouraged customer feedback to deliver information to management for process improvements. Planned travel arrangements for staff and executives, coordinating and communicating booking.
- RESTAURANT SUPERVISOR**
REWAYAT | Dec 2021 - Dec 2022
Resolved guest complaints promptly and professionally, notifying restaurant management of concerns. Warmly greeted guests upon arrival to create a welcoming atmosphere. Monitored, ordered, and rotated food and beverage stock to prevent operational disruptions.
- MANAGER**
SHE FITNESS GYM | Jan 2020 - Dec 2021
Oversee daily operations of the fitness center, including staff management, and member relations. Develop and implement strategies to increase membership retention and attract new clients. Conduct fitness assessments and develop personalized workout programs for members.
- CASHIERAT CENTAURUS MALL | Jan 2018 - Jan 2019

Education & Training

- 2023 - 2024 **University of Hertfordshire**
Master of Business,