



# HANEEN KARATT

## CONTACT

- 📞 +91 9747695045
- ✉️ haneen4932@gmail.com
- 📍 Karatt House ,Panampuzha road ,Tirurangadi Malappuram 676306

## EDUCATION

- 2019-2022**  
**UNIVERSITY OF CALICUT**
- Bachelor of Business Administration
- 2017-2019**  
**KERALA STATE BOARD**
- Plus two
- 2017**  
**KERALA STATE BOARD**
- Sslc

## SKILLS

- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

## LANGUAGES

- Malayalam
- English
- Hindi

## PROFILE

I am Dedicated to delivering exceptional service, identifying opportunities for growth, and ensuring Customer Satisfaction. Looking for an exciting and dynamic role where I can utilise my skills and experiences. Passionate about joining an Organisation that foster a culture of innovation and continuous learning.

## WORK EXPERIENCE

- R&B,Apparel group**  
Customer Relationship Executive
  - Communicated with Customers to identify the needs, likes and expectations.
  - Strengthened customer relationships by listening to customer concerns and giving priority to service requirements.
- Wagonmart retail llp**  
Customer Relationship Manager
  - Connected with Board managers and worked as a teamlead to maintain the team for better result.
  - Developed and maintained a strong relationship with clients to understand their needs and preferences.
  - Handled and resolved Customer Complaints.
- Tiptop Furniture pvt.ltd**  
Management Trainee
  - Learned About various job roles and management operations throughout the firm
  - Assisted and helped senior employees and understood how to communicate and connect with people.

## CERTIFICATIONS

- DCA(Diploma in Computer Applications) May 2019
- Aptis( British Council)2019