



HANEEN KARATT

CONTACT

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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