

Sana Azhar
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Professional Summary: Results-oriented customer service professional with 5+ years of experience in sales, call support, and technical support. Proven track record of delivering exceptional service and resolving complex customer issues. Skilled IT Assistant with expertise in business intelligence development, SQL, Oracle, SQL Server, Tableau Server, and creating impactful dashboards.

Work Experience:

Beauty Advisor: Ulta Beauty Store Oct 2023- March 2025

- providing an exceptional experience for all Ulta Beauty guests
- engage with each guest to determine their individual needs, conducting cashier tasks.
- keeping fixtures stocked with merchandise, as assigned.
- Courteously handle customer service, sales, refunds, and exchanges and assist with on-line orders.
- Perform makeup applications, skincare analysis, and product demonstrations with guests to drive sales and the guest service experience.
- Collaborate with clients to ensure translations align with the intended purpose and tone.

IT Assistant / Customer Service Agent (Remote) US Cargos December 2020 - February 2022 40 hours per week

- Offered administrative support, including call handling, proofreading, and data entry.
- Operated office equipment such as printers and copiers.
- Created sales and inventory dashboards in Tableau, resulting in a 15% increase in data visibility.
- Collaborate with clients to ensure translations align with the intended purpose and tone.

Administrator Assistant/Patient Scheduler – Ibn-e-Sina Medical Clinic October 2016-August-2019

- Scheduled and coordinated patient appointments across departments, ensuring provider availability and prioritizing urgent cases.
- Provided administrative support by managing calendars, handling correspondence, and maintaining organized, confidential records.
- Verified insurance coverage, obtained prior authorizations, and assisted with billing and front desk tasks.
- Delivered excellent customer service by answering calls, addressing patient inquiries, and clearly communicating appointment details.
- Maintained compliance with HIPAA guidelines while using EHR systems for data entry, scheduling, and record-keeping.

Education

Bachelor of Science in Computer Science (Expected Graduation: 2026) University of Houston,
High School Diploma, Stephen F. Austin High School, 2013-2017

skills

- Programming Languages: SQL, Java
- Databases: Oracle, SQL Server
- Business Intelligence Tools: Tableau, Power BI
- Software: Microsoft Office Suite
- Key Competencies: Troubleshooting and Technical Support, Data Analysis and Reporting, Excellent Written and Oral Communication, Teamwork and Collaboration, Problem-solving and Analytical Skills

Languages: English (Fluent), Urdu (Fluent), Hindi (Fluent)

Projects

- Developed a dynamic web application using JavaScript, Node.js, and SQL, showcasing proficiency in full-stack development and database integration.
- Build a Natural language Opinion Search Engine, design a system that retrieves product reviews with matching aspects and opinion