

**Nurul Hana**  
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Location: Shah Alam, Malaysia

## Professional Summary

Dedicated customer service and retail operations assistant with 3 years of experience in cashiering, inventory control, stock rotation, and daily sales reconciliation. Fast learner with strong communication skills seeking opportunities to expand into new industries.

## Core Skills

Customer Service & Cash Handling, POS Operation, Inventory Counting & Stock Replenishment, Basic Data Recording, Time Management, Team Collaboration

## Experience

### Retail Assistant – FreshMart Grocery (2022–Present)

Operated POS system, processed payments, and handled customer inquiries.

Performed daily stock checks and assisted with store display arrangement.

Updated simple Excel sheets for inventory and wastage tracking.

### Cashier – QuickBuy Convenience Store (2020–2022)

Managed daily cash drawer and end-of-day reconciliation.

Assisted with restocking and quality checks for perishable goods.

## Education

STPM – SMK Seksyen 19 (2019)

## Certifications

Customer Service Essentials (Training Center MY)