

**Nurul Hana**

Email: [nurul.hana@example.com](mailto:nurul.hana@example.com)

Phone: +60 19-878 1122

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)