



CONTACT

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References
Available upon request.

Key Skills

- Customer Service Excellence
- Recruitment and Talent Acquisition
- Leadership and Team Collaboration
- Sales Strategy and Client Relations
- Time Management and Multitasking
- Warehouse Operations and Order Fulfillment

HUMNA EMAAN

PERSONAL PROFILE

Dedicated and reliable professional with 5+ years of experience across customer service, recruitment, and sales. Known for exceptional time management, communication, and adaptability in high-pressure environments. Highly resourceful, motivated, and committed to delivering excellence in all endeavors. Seeking opportunities to leverage skills in a dynamic and growth-oriented organization.

- Recruitment Manager
Osiris Outsourcing Limited – Liverpool
March 2023 – April 2024
- Partnered closely with leadership to meet hiring targets and support organizational growth.
 - Attracted and onboarded top talent to meet the company's operational needs.
 - Fostered a collaborative hiring process to enhance team productivity and morale.

- Senior Sales Executive
M&C Direct Ltd – Liverpool
July 2022 – March 2023
- Delivered significant revenue growth through exceptional client relationship management.
 - Mentored and trained sales team members to achieve and exceed targets.
 - Built tailored solutions for clients, ensuring a high level of satisfaction and retention.

- Team Member (Part-Time)
Five Guys – Liverpool
January 2022 – March 2022
- Handled customer transactions and ensured seamless order processing.
 - Supported food preparation, packing, and cleanliness to maintain operational efficiency.
 - Played a key role in maintaining a positive team environment during busy shifts.

- Amazon Warehouse Operative
PMP Recruitment – Warrington
October 2021 – January 2022
- Organized and scanned parcels to ensure efficient package distribution.
 - Worked collaboratively in a fast-paced warehouse environment.
 - Strengthened communication skills through driver interactions and teamwork.

- Call Handler
The Contact Company – Liverpool
October 2020 – January 2021
- Managed inbound and outbound calls, delivering outstanding customer service.
 - Resolved customer inquiries efficiently during the COVID-19 pandemic.
 - Maintained professionalism under challenging conditions.

- Barista
Costa Coffee – UK
June 2019
- Delivered high-quality customer experiences in a fast-paced environment.
 - Honed time management and communication skills while assisting customers and coworkers.

EDUCATION

- Bachelor's Degree in Law (Expected March 2025)
Liverpool John Moores University – Liverpool
- A Levels – Law (Grade B)
Accrington Academy – September 2019 – June 2021
- GCSEs (Grades 4-6)
The Hollins – September 2014 – June 2019

- Additional Information
- Willing to relocate
 - Eligible to work in the UK