



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.

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

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 2023

- 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