



# Mahnoor Ramis

Sales & Customer Service Rep

## Profile

Dynamic and customer-oriented professional seeking a challenging role in the retail/customer service industry to leverage exceptional communication skills, sales expertise, and a passion for delivering outstanding customer experiences.

## Education

2019 - 2022  
**BBA. Business Mng.**  
Limkokwing University

2017 - 2018  
**GCSE A-Levels**  
Beacon House College

## Experience

- |                                     |  |
|-------------------------------------|--|
| 2020 - 2023<br><b>Grand Gallant</b> | <b>Senior CSR Lead</b><br>Provide guidance, mentorship, and leadership to a team of customer service representatives.<br><br>Conduct regular team meetings to disseminate information, discuss strategies, and address challenges. Set performance goals, monitor team KPIs, and motivate team members to achieve and exceed targets   |
| 2018 - 2020<br><b>Nishat</b>        | <b>Retail Sales Associate</b><br>Provided personalized customer service, assisting clients in product selection and offering extensive knowledge of merchandise features and benefits.<br><br>Contributed to visual merchandising efforts by creating eye-catching displays, enhancing the store's aesthetic appeal and driving sales. |
| 2017 - 2018<br><b>Outfitters</b>    | <b>Customer Service Representative</b><br>Effectively addressed customer inquiries and concerns via phone, email, and in-person, ensuring high levels of customer satisfaction.<br><br>Demonstrated strong multitasking abilities by efficiently managing a high volume of customer queries and resolving issues promptly.             |

## Contact

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## Skills

- Excellent verbal and written communication skills
- Strong problem-solving and conflict resolution skills
- Ability to work in a team-oriented environment
- Proficient in point-of-sale (POS) and cash handling