



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

Contact

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Experience

2020 – 2023
Grand Gallant

Senior CSR Lead

Provide guidance, mentorship, and leadership to a team of customer service representatives.

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
Nishat

Retail Sales Associate

Provided personalized customer service, assisting clients in product selection and offering extensive knowledge of merchandise features and benefits.

Contributed to visual merchandising efforts by creating eye-catching displays, enhancing the store's aesthetic appeal and driving sales.

2017 – 2018
Outfitters

Customer Service Representative

Effectively addressed customer inquiries and concerns via phone, email, and in-person, ensuring high levels of customer satisfaction.

Demonstrated strong multitasking abilities by efficiently managing a high volume of customer queries and resolving issues promptly.

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