



## HURAIRA MANSOOR

Dubai, UAE

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Contact: +971503835894

Visa: Visiting until Dec 12, 2022

Nationality: Pakistan

**Energetic sales & customer services professional with experience in F&B and food retail industry.**  
**Passionately focused towards sales targets, revenues as well as customer satisfaction.**

### Skills

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- Cash handling, merchandising, record keeping.
- Effective communication skills to make customers and my coworkers feel valued.
- Graphic designing, social media marketing.

### Work Experience

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#### Sales Representative

#### Baskin Robbins Islamabad (Sep 2019-March2021)

##### Responsibilities:

- Maintain the standards of operations and sales.
- Meeting sales targets, KPIs and assist, merchandising, display, bussing, and housekeeping.
- Acknowledging all customer & handling orders, carhops and complaints with positive attitude.
- Maintaining solid product knowledge.
- Taking customer's orders, suggest high value products or promotions, prepare orders, deliver orders and handle payments.

#### Cashier & Merchandiser

#### Save Mart Supermarket (April 2021-July 2022)

##### Responsibilities:

- Maintain clean and tidy checkout areas.
- Greet guests at checkout counter.
- Handle cash, collect payments, Issue change-receipts-refunds and count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change.
- Solve customer complaints, guide them, and provide relevant information.
- Make sure the shift handover is done properly and all the details are documented properly at end of the shift.
- Organizing the shelves, setting up displays, and setting up price and promotional signs - ensure pricing is correct.
- Voluntarily create content, boosting content, tagging as per key trends for the supermarket products.

### Education & Certifications:

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- Education: Higher secondary school certificate (Computer Sciences)
- First aid training
- Graphic Design Diploma
- Digital Marketing Certificate (Google digital garage)