



# MASOOMA RIZWAN



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ABU DHABI, UNITED ARAB EMIRATES 000000

## SKILLS

- Customer service
- Team player
- Payment processing
- Customer and staff support
- Customer complaint management
- Upselling and cross-selling
- Interpersonal communications
- Customer transactions

## EDUCATION

2014

**BAHAUDDIN ZAKARIYA  
UNIVERSITY, PAKISTAN |  
MULTAN**

Bachelor of Arts

2012

**GOVT DEGREE COLLAGE FOR  
WOMEN | VEHARI**  
INTERMEDIATE SCHOOL: ICS

2009

**BILAL GIRLS HIGH SCHOOL |  
VEHARI**  
MATRIC: SCIENCE

## LANGUAGES

Urdu: First Language

English: C2  
Proficient

Punjabi: C2  
Proficient

Hindi: C2

## SUMMARY

Enthusiastic Customer Service Officer committed to improving experiences and building loyalty. Achieves positive results through exceptional communication and relationship building. Leads by example to motivate junior staff and uplift department performance. Hardworking customer service professional building positive relationships to achieve growth and retention targets. Maintains excellent product knowledge and communicates with enthusiasm to engage clients and secure high-value sales.

## EXPERIENCE

02/2021 - 05/2023

**CUSTOMER SERVICE OFFICER /CASHIER**

**NEW SWERA DEPARTMENTAL STORE | LAHORE, PAKISTAN**

- Welcomed customers entering the grocery store.
- Received payment from customers by cash and credit cards.
- Calculated total payments received all through a time period, and reconcile this with the sum of sales.
- Calculated money in cash drawers at the beginning and the ending of shifts to make sure that amounts are accurate and that there is sufficient change.
- Resolved customer complaints if required.
- Completed all the tasks assigned by the head cashier and/or manager.
- Maintained excellent customer satisfaction by offering friendly, helpful and informative customer service.
- Maintained excellent team relationships by helping colleagues during complicated or difficult customer calls.
- Answered customer queries on new products, services and sales offers to increase sales.
- Built and maintained strong working relationships with colleagues to help deliver exceptional customer service.

