



MEENU BINU

Administration Officer | Cash Supervisor | Customer Relation Officer
| Cashier

CONTACT

Al Nadha- Al Nadha 2
Dubai, United Arab Emirates
+971 (050) 84587
mb.meenu08@gmail.com

COMMUNICATION

Excellent written and oral communication along with handling customer support, troubleshooting issues, and providing solutions for questions related to features and workflows

COMPUTER SOFTWARE SKILLS

Good knowledge about software including word, excel, SAP and spreadsheet.

TIME MANAGEMENT

Prioritize tasks based on emergencies and ability to work under pressure.

FAST LEARNER

I am willing to learn new skills and grow within the company

EDUCATION

Postgraduate in Business Management | Ontario, Canada 2022-2023
Bachelor of Commerce in Finance & Taxation | Kerala, India 2017-2020

Dedicated and detail-oriented professional with 2+ Years of experience in retail operations, including customer service, store supervision, cash handling, and daily safe audits. Proven ability to lead teams, ensure store standards are met, and maintain a safe and clean work environment. Proficient in operating POS systems, conducting daily safe audits, and managing financial transactions with integrity. Strong interpersonal, organizational and communication skills, with a flexible schedule and a commitment to exceeding customer expectations.

EXPERIENCE

April 2024 – November 2024

Administrative Assistant | Delivery Tech | Edmonton, Alberta, Canada

Front-End Support & Customer Service: Delivered exceptional customer service by greeting clients, addressing inquiries in-person, via telephone, and through email, ensuring positive and efficient customer experience. **Data Entry & Records Management:** Processed high volumes of client data entry and file maintenance, ensuring accuracy and integrity of records. Assisted in improving operational efficiency through effective data management and timely reporting.

Cash Transactions & Financial Operations: Handled cash transactions with precision, assisting customers through financial transactions, ensuring compliance with company standards, and maintaining customer satisfaction.

Product Assistance & Issue Resolution: Supported customers and vendors with product inquiries, locating items, and resolving issues swiftly to meet customer needs and expectations.

Multitasking & Customer Relationship Management: Managed multiple tasks simultaneously, balancing customer service responsibilities, payment processing, and issue resolution in a fast-paced environment.

Customer Concerns & Escalation: Addressed and resolved customer concerns in a professional manner, escalating complex issues to management as necessary, while focusing on customer retention and satisfaction.

PROBLEM-SOLVING SKILL

Able to listen patiently to customer and resolve in a timely manner with high customer satisfaction

PROJECTS AND ACHIEVEMENTS

INTEGRATED BUSINESS COUNSULTANT

Led the team in analyzing marketing trends and developing a marketing plan for a conceptual product, conducting in-dept market research and competitor analysis to propose growth strategies. Delivered a persuasive presentation of findings and recommendations.

March 2022- January 2024

Cashier/Customer Service Representative | Canadian Tire Corporation | London Ontario, Canada

Financial Audits & Deposits: Conducted daily safe audits and prepared deposits for bank delivery, ensuring accuracy and compliance with company policies and procedures.

Cash Register Operations: Managed cash register, processed transactions, and performed end-of-day balancing with precision, ensuring integrity in all financial dealings.

Team Coordination: Coordinated daily schedules and task delegation for team members, optimizing workflow and maintaining accurate records for audits and reports.

Accounting & Compliance Oversight: Managed financial transactions, including returns, credit payments, and exchanges, ensuring all processes adhered to accounting principles and company policies.

Front-End Support: Supported the Front-End Department with daily verifications, sales report maintenance, and assisted with operational tasks to ensure smooth business functions.

Communication & Customer Service: Developed excellent communication and interpersonal skills through daily interactions with customers and team members, providing exceptional service.

Data Management & Reporting: Processed office total reports, conducted daily audits, and performed data entry tasks using ISP/ACS server to ensure accurate records and reporting.

July 2019 – March 2021

Administrative Assistant | Maharajas Group of Institute | Kerala, India

Communication & Correspondence Management: Efficiently managed phone communications and handled all forms of correspondence, ensuring timely responses and maintaining organized, professional communication with clients and stakeholders.

Data Entry & Record Maintenance: Accurately input and update information in databases and spreadsheets, ensuring the integrity and precision of records while adhering to organizational standards.

Administrative Support & Report Generation: Provided high-level administrative support by preparing detailed reports, presentations, and other essential documentation, ensuring quality and attention to detail in all materials.

Client Relations & Resolution Management: Proactively addressed and resolved client concerns, ensuring prompt and effective solutions. Followed up with clients to ensure satisfaction and confirm the resolution of issues, fostering positive relationships.