



MARJIA HASNIN

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Phone : +971566639365
Nationality : Bangladesh
Date of Birth : 24/10/1992
Location : Sharjah,UAE

LANGUAGE

- ✓ English
- ✓ Hindi
- ✓ Bangla

Skills

- ✓ Team Leadership
- ✓ Customer Service
- ✓ Sales Strategy
- ✓ Negotiation
- ✓ Account Management
- ✓ Budget Optimization
- ✓ Cash Handling
- ✓ Problem Solving
- ✓ Inventory Control
- ✓ Schedule Coordination
- ✓ Client Relations
- ✓ Promotional Planning
- ✓ Record Keeping
- ✓ Product Knowledge
- ✓ Report Preparation

Professional Summary

Dynamic and results-driven professional with over six years of experience in customer service, sales, and supervisory roles across the retail and banking sectors. Skilled in managing teams, optimizing operations, and enhancing customer satisfaction through strategic relationship-building and operational improvements. Proven ability to negotiate effectively, drive revenue growth, and implement cost-saving measures. Seeking to leverage expertise in a challenging position to contribute to organizational success and exceed service and sales goals.

EDUCATION

Masters of Business Administration, International Business

Britts Imperial University Collage – UAE (Current)

Bachelor of Business Administration, Marketing - National University - Bangladesh

Work Experience:

Cashier Supervisor — Shopno Supermarket – Dhaka, Bangladesh

05/03/2020 to 26/12/2023

- Negotiated with suppliers to obtain cost-effective solutions for checkout supplies and equipment maintenance, optimizing budget utilization.
- Supervised and trained a team of cashiers, ensuring adherence to operational protocols and delivering excellent customer service.
- Oversaw daily cash handling procedures, verified transaction accuracy, and resolved discrepancies to maintain financial integrity.
- Conducted regular merchandise checks to ensure proper storage, display, and labeling, guiding corrective actions to increase product visibility.
- Coordinated shift schedules and managed staff coverage to maintain smooth and efficient operations during peak hours.
- Assisted store management in creating and implementing promotional campaigns by analyzing customer preferences and sales trends.
- Monitored customer feedback and transaction patterns, identifying areas for improvement and providing recommendations to enhance customer satisfaction.

Customer Sales Representative — National Bank Ltd – Dhaka, Bangladesh

01/02/2017 to 30/01/2020

- Worked collaboratively with the sales team to identify new sales opportunities, contributing to revenue growth and market expansion.
- Managed customer accounts, accurately recording transactions, and interactions, and maintaining up-to-date client information for service continuity.
- Built and sustained positive customer relationships, resulting in high retention rates and repeat business through personalized service.
- Negotiated and closed sales agreements independently, with minimal support from senior managers, demonstrating strong deal-making skills.
- Conducted follow-ups on sales leads, proactively contacting clients to introduce new products and services.
- Analyzed customer feedback to understand needs and preferences, providing insights to the sales team for tailored offerings.
- Assisted in preparing reports on sales activities, customer interactions, and revenue metrics to inform strategic decision-making.