



MARJIA HASNIN

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.

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Dubai, UAE

EXPERIENCE

EDUCATION

MBA in International Business

Britts Imperial University College-
Sharjah, UAE
2024-2026

Master's of Business
Administration- Marketing
Jagannath University- Bangladesh
2016-2018

Bachelor of Business
Administration - Marketing
National University- Bangladesh
2010-2014

SKILLS

- Sales Strategies
- Negotiation Skills
- Problem-Solving
- Time Management
- Presentation Skills
- Cash Handling
- Computer Literacy
- Team Collaboration
- Budget Optimization
- Communication Skills

LANGUAGE

- English
- Hindi
- Bengali

Sales Assistant

10/2024-12/2024

Adidas (Project)- Sharjah, UAE

- Assisted customers in selecting products, ensuring satisfaction and driving sales.
- Processed transactions efficiently, minimizing wait times and enhancing the customer experience.
- Resolved customer inquiries and complaints with proactive problem-solving.
- Maintained store organization, updated pricing, and optimized product displays.
- Worked with team members to achieve sales targets and improve store performance.

Cashier Supervisor

03/2020-12/2023

Shwapno Supermarket, Dhaka, Bangladesh

- 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

02/2017-01/2020

National Bank Ltd., Dhaka, Bangladesh

- 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.