
 0503834371

 soethuzar1998@gmail.com

 Al Satwa, Dubai

SKILLS

- Written & Verbal Communication Skill
- Customer Service
- Data Entry
- Multitasking
- Familiarity with Microsoft Office
- Problem Solving Skills
- Attention to Detail
- Team Work
- Cash Handling
- Mathematical Skills
- Time Management
- Product Knowledge

SOE THUZAR HTUN

RECEPTIONIST

PROFESSIONAL EXPERIENCE

Experienced receptionist with a proven track record of managing information systems and handling client interactions with 100% accuracy, achieving over 95% customer satisfaction. As a customer care agent, adept at promptly addressing inquiries, building strong customer relationships, and ensuring seamless service through collaboration and effective communication. Skilled cashier with expertise in managing cash transactions, processing orders, and providing excellent customer service, alongside training new staff and supporting overall store operations. Dedicated to continuous improvement and delivering exceptional service in all roles.

WORK EXPERIENCE

Daraz Co.Ltd | Receptionist

May 2021 - Mar 2024

- Successfully managed information using daraz system software, including sign-in, client records, orders and billing with 100% accuracy.
- Handled incoming and outgoing telephone calls with an overall customer satisfaction core of over 95% in 2021 and 2022.
- Answer and transfer phone calls professionally, providing information and assistance to callers.
- Greeted clients, signed them in and directed them to their destination.
- Performed administrative and clerical tasks
- Manage calendars by scheduling important meetings, arranging travel and also assist in administrative tasks
- Perform other clerical receptionist duties such as photocopying, filing, keeping records of office expenses, sorting and distributing paperwork, and so on.

Daraz Co.Ltd | Customer Care Agent

May 2019 - May 2021

- Respond promptly to customer inquiries via phone, email, live chat or social media platform
- Identify and assess customers' needs to achieve satisfaction, provide accurate, valid and complete information by using the right methods

EDUCATION

Yangon University of Economics

Bachelor of Economics in Economics

Institute of Commercial Management

ICM - Single Subject Diploma in Business Management and Administration

Pearson Education Limited

Pearson LCCI Level 3 Diploma in Accounting and Finance

OTHER QUALIFICATIONS

Certificate of Job Training for Professional Accountant (Stairway Academy)

LANGUAGES

- English - Intermediate
- Burmese - Native
- Korean - Basic

- Build sustainable relationships and trust with customers through open and interactive communication.
- Keep records details of customer interactions, transactions, comments, and complaints.
- Process orders, forms, applications, and requests; follow up to ensure resolution and customer satisfaction.
- Follow communication procedures, guidelines, and policies.
- Collaborate with other team members and departments to ensure seamless customer service experiences.
- Stay up-to-date with product knowledge, services, and promotions; actively participate in training sessions and meetings.
- Continuously improve customer service skills and knowledge through self-directed learning and feedback.
- Assist with additional tasks or projects as assigned by supervisors or managers.

Grab & Go Convenience Store | Cashier

August 2018 - May 2019

- Successfully managed cash transactions, including receiving payments, issuing receipts, and accurately counting and balancing cash drawers at the beginning and end of each shift.
- Efficiently processed customer transactions using POS systems, ensuring accuracy in pricing, discounts, and payment methods.
- Provided excellent customer service by greeting customers, addressing inquiries about products or services, and resolving any issues or concerns promptly and courteously.
- Managed orders, including handling special requests, processing orders for pickup or delivery, and coordinating with other departments or team members to fulfill customer needs.
- Assisted in monitoring and maintaining inventory levels by restocking merchandise, performing inventory counts, and notifying management of low stock or product shortages.
- Provided training and guidance to new cashiers on cash handling procedures, POS systems operation, and customer service best practices.
- Supported sales efforts by promoting upselling or cross-selling opportunities, informing customers of promotions or discounts, and assisting in promoting loyalty programs or special offers.
- Collaborated with colleagues and supervisors to ensure smooth store operations, including assisting in tasks outside of cashiering when needed, such as stocking shelves, organizing displays, or cleaning the checkout area.