**[Customer Service Associate](https://www.postjobfree.com/resume/ad12ta/customer-service-hyattsville-md)**

**Location:**Hyattsville, MD

**Posted:**December 19, 2023

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**Resume:**

MARIAMMAHMOOD

(240)-636-7818 mariammahmood377@gmail.com Elkridge, Maryland

OBJECTIVE

To obtain employment with a company that offers a positive learning environment and will give me the professional foundation to become a successful employee in the business field.

EDUCATION Bachelors in Business Administration (BBA honors), Superior College, Lahore,

Pakistan 2018-2021

●Major: Business/Marketing/Finance

●Graduated with honors distinction

●GPA: 3.52

Walgreens Pharmacy

Customer service associate (Cashier) 2023 Elkridge, Maryland

Operate cash register, maintain cash levels, scan items, bag food, make change

Follow state and federal laws on official identification from customers who are buying alcohol and tobacco

Interact with customers to ensure an enjoyable shopping trip for all

Stand for long periods, with much button pushing and reaching required

Lift food and food-related products regularly weighing 10 to 20 pounds

Communicate with supervisors about customer concerns

Manage transactions with customers using cash registers.

Scan goods and ensure pricing is accurate.

Collect payments whether in cash or credit.

Issue receipts, refunds, change or tickets.

Redeem stamps and coupons.

Cross-sell products and introduce new ones

Bank of Punjab

Teller 2021-2021 Lahore, Pakistan

●Handle transactions for customers, including check cashing, deposits, withdrawals, transfers, loan payments, cashier’s checks, and opening and closing of accounts

●Identify customer needs, provide information on new products and services, and direct customers to branch representatives as needed

●Reconcile cash drawers at the end of your shift, count and package coins and currency, turn in any excess or damaged currency to head teller

●Track, record, report, and store transactional information and special requests

●Provide a high level of customer service, offering answers and assistance with a smile

Shaffi Foam (Mattress Company)

Marketing Intern 2020-2020 Lahore, Pakistan

●Assisted with market research, data analysis, content creation, and contribute to the development of marketing strategies

●Participated in weekly team meetings to discuss the progress of the advertising and promotional efforts

●Managed profit margins and contributed ideas to how to improve or control the budget

Oriflame (Swedish Cosmetic Company)

Sales Consultant 2019-2019 Lahore, Pakistan

●Maintained, organized, presentable merchandise to drive continuous sales

●Analyzed and properly processed product returns, assisting customers with finding alternative merchandise to meet needs

●Worked alongside retail representatives to boost sales by enhancing product presentation and advertising collateral

●Trained new associates in products, selling techniques, and company procedures

●Organized racks and shelves to maintain store visual appeal, engage customers, and promote merchandise

RELATED EXPERIENCE

●For a brief few weeks, I learned under the director of sales and marketing at the Faletti's Hotel in Lahore, Pakistan

●Participated in a marketing project during my undergraduate studies at Superior College that helped to solidify my learned knowledge as a professional in the business field

Received a certificate for accomplishment in the Business Idea and Marketing Exhibition Competition this project was for

Marketed a cosmetic line to the public and showcased my communication skills and my learned marketing/advertising strategies

CERTIFICATIONS/SKILLS

●Technical Skills: Microsoft Powerpoint, Word and Excel Specialist

●Language: English (Fluent), Urdu (Native to Pakistan), Punjabi (Native)

\*\*\*References upon request