



# Mahnoor Zia

## Professional Goals

Aiming to utilize skillful & needful skillset to complete several objectives and tasks as fresher and keeping my head up high. Hoping to soon be self sufficient to pursue my education in Fashion styling and Management

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### Contact information

**Age**

22

**Date Of Birth**

02/12/1998

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**Address:**

Federal B Area, Karachi, Pakistan

### Work Experience

#### At present working as Customer Service Executive at Ibex

**Chat**

- Manage inbound/outbound chats to respond to inquiries and resolve concerns.
- Recommend products and services to members and educate customers about relevant offerings.
- Provide solutions, recommendations, and replacements, using an empathetic approach and demeanor.

**Email**

- Answer emails from customers and assisted with special requests or resolving complaints.
- Answer emails to greet and assist customers with various needs and questions.
- Process customers' product orders in collaboration with third-party fulfillment vendor.
- Generate reports, correspondence, and documentation for internal and customer use.
- Respond to questions and followed up on customer interactions.

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- Blogging and creating social media contents on Instagram.
  - Promoting acquaintance's business on social media groups such as drop shipping of clothes.
  - Keeping up with the latest fashion trends, receiving updates using social medias and booking clients for professional make up sessions whilst keeping regular go through and observations.

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### Academic History

**MAC collegiate Coaching center, Karachi**

Intermediate

**Domino English Teaching Center, Karachi**

Completed English language course in 2016

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#### Specializations

- Managing social media accounts
- Public Speaking
- Fashion media & police
- Paraphrasing online media
- Sketching
- Art and Design

#### Languages

**Spoken**

Urdu (Professional)  
English (Professional)

#### Skills

- Active listener
- Outgoing personality
- Problem-solving
- Adaptability
- Computer skills
- Multitasking
- Product knowledge
- Organizational skills