



MEENU BINU

CONTACT

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COMMUNICATION

Excellent written and oral communication along with handling customer support, troubleshooting issues, and providing solutions for questions related to features and workflows

COMPUTER SOFTWARE SKILLS

Good knowledge about software including word, excel, SAP and spreadsheet.

ATTENTION TO DETAILS

Maintains high level of concentration as well as patience while maintaining confidentiality

EDUCATION

Postgraduate in Business Management | Ontario, Canada 2022-2023

Bachelor of Commerce in Finance & Taxation | Kerala, India 2017-2020

Dedicated and detail-oriented professional with 2+ Years of experience in retail operations, including customer service, store supervision, cash handling, and daily safe audits. Proven ability to lead teams, ensure store standards are met, and maintain a safe and clean work environment. Proficient in operating POS systems, conducting daily safe audits, and managing financial transactions with integrity. Strong organizational and communication skills, with a flexible schedule and a commitment to exceeding customer expectations.

EXPERIENCE

April 2024 – Present

**Customer Relationship Officer | Canadian Tire Corporation
| Edmonton Alberta, Canada**

Managing accounting activities to ensure compliance with the accounting principles and policies

Managed returns, credit payments and exchanges by verifying product details, customer data and processed transactions according to company policies.

Processed high volumes of data entry for client information, ensuring accuracy in all records and assisted with data management tasks including previous receipt lookup, collecting required client information improving efficiency in daily operations.

Handle cash transactions and manage customer relationships in fast-paced environments. Skilled in product sales and guiding customers through financial transactions, ensuring customer satisfaction and compliance

Handled customer and vendor with product inquiries, locating items, and resolving issues.

Assist in issuing hunting and fishing license and tags with accurate verification of customer data.

Efficiently managed customer service while balancing multiple tasks, including handling payments, answering inquiries, and resolving issues.

Addressed and resolved customer concerns, escalating issues to management when necessary. Maintained professionalism in challenging situations, focusing on customer retention and satisfaction.

March 2022- January 2024

Cashier/Office Clerk | FreshCo | London Ontario, Canada

Conducted daily safe audits and prepared daily deposits for bank delivery, ensuring accuracy and compliance with company policies.

Managed Cash register, processed transactions and conducted end-of-day balancing with precision

Operated the cash register and managed transactions, maintaining honesty and integrity in all financial dealings.

Coordinated daily schedules and task delegation for team members, ensuring efficient operations and maintained accurate records for audits and reports.

Supported Front End Department functions, including daily verifications and sales report maintenance.

Developed excellent communication and people skills through daily interactions with customers and team members.

Processed office total reports, daily audits, and data entry tasks using ISP/ ACS server.

July 2019 – March 2021

Administrative Assistant | Maharajas Group of Institute | Kerala, India

Managing phone communications, handling correspondence, and maintaining organized filing systems.

Accurately inputting and updating information within databases and spreadsheets to maintain precise records.

Provided administrative support, developing reports, presentations, and other necessary documentation with attention to detail.

Effectively addressed and resolved client concerns in a timely manner, ensuring a high level of satisfaction and conducting follow-up communications as necessary to confirm resolution.

PROJECTS & ACHIEVEMENTS

FANSHAWE COLLEGE INTEGRATED BUSINESS CONSULTANT

Led a team in analyzing market trends and developing a marketing plan for a conceptual product, conducting in-depth market research and competitor analysis to propose growth strategies. Delivered a persuasive presentation of findings and recommendations.