



Aamir Khan

Customer Service Executive

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Languages

- Urdu (Fluent)
- English (Work Proficiency)
- Hindi (Fluent)

About

With a rich background in customer service and retail sales, I'm adept at enhancing customer experiences through personalised styling advice, inventory management, and effective communication. Fluent in Urdu, English, and Hindi, I excel in diverse environments, ensuring high satisfaction and repeat business.

BRANDS WORKED WITH

- APEX TECHNO
- Burger Junction
- NM MEDICAL
- Vishal Mega Mart

Experience



Crew Member

Third Wave Coffee | Jun 2018 - Mar 2020

- Prepared and served high-quality coffee beverages.
- Ensured consistent taste and presentation of all drinks.
- Provided excellent customer service, creating a welcoming atmosphere.
- Maintained cleanliness and hygiene in the coffee preparation area.
- Ensured quality service and customer satisfaction.
- Handle administrative tasks and financial management.
- Assisted in food and beverage preparation.
- Served customers at the counter.
- Handle cash transactions and follow safety protocols.



Retail Assistant

Vishal Mega Mart | Jul 2016 - Jun 2018

- Monitored inventory levels and restocked shelves as needed.
- Followed all health and safety protocols for handling food and other products.
- Utilized point-of-sale software to process transactions quickly and accurately.
- Adhered to all store policies and procedures.
- Processed returns and refunds promptly
- Ensured all products were properly labeled and priced.
- Verified customer IDs for age-restricted products.
- Provided a friendly and welcoming experience to customers.



Customer Service Representative

APEX TECHNO | Jun 2020 - Mar 2022

- Drafted reports to summarise customer service performance and provide management insights.
- Developed and implemented customer service procedures and policies.
- Analyzed customer service data to identify trends and suggest improvements to customer service processes.
- Created a knowledge base of frequently asked questions to improve customer service efficiency.
- Developed customer service surveys to gain insights into customer satisfaction and identify areas for improvement.
- Trained and mentored new call center representatives on customer service policies, procedures, and best practices.
- Used customer relationship management (CRM) systems to track and manage customer data accurately.
- Utilized scripts and other resources to answer customer questions.
- Maintained detailed records of customer interactions and transactions.



Front Desk Receptionist

NM MEDICAL | Mar 2022 - Jan 2024

- Maintained an organized reception area and ensured all visitors were greeted in a friendly and welcoming manner.
- Demonstrated excellent customer service skills by greeting guests and providing helpful information.

- Ensured the accuracy and confidentiality of all patient records.
- Scheduled and coordinated meetings and appointments for staff and clients.
- Handled cash, credit card, and check payments.
- Processed incoming and outgoing mail and packages.
- Verified insurance coverage and collected payments for services rendered.
- Updated and maintained patient information in the electronic health record system.
- Monitored and maintained office supplies and equipment.
- Entered patient data into the practice management system.

Education & Training

- 2025 ● **University of the West of Scotland**
Master of Science in Information Technology,
- 2022 ● **Narsee Monjee Institute of Management Studies**
Post-Graduate Diploma in Business Management, Information Technology and Systems,
- 2019 ● **Rizvi College of Arts, Science & Commerce Mumbai University**
Bachelor of Science,
- 2014 ● **Rizvi College of Arts, Science & Commerce Maharashtra Board**
GCSEs,