



Mohammad Khan

customer service representative

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Languages

Bengali (Fluent)

English (Fluent)

About

With strong customer service experience from The Village Tandoori and Currencies Direct, I excel in dynamic retail environments. My skills include client advising, complaint handling, and efficient packaging, making me well-suited for temporary sales roles.

BRANDS WORKED WITH

The Village Tandoori

IKZ

Experience

● GCSE Humanity Tutor

| Sep 2022 - Jun 2024

- Tutored GCSE students in humanity-based subjects.
- Developed tailored lessons, utilized diverse teaching methods, and provided exam guidance.
- Students improved by 20% on average, gained confidence, and secured desired placements.

● Customer Service Representative

The Village Tandoori | Jan 2021 - Nov 2023

- Handled phone orders, took accurate orders, and packed them efficiently.
- Engaged customers professionally, ensured order accuracy, and efficiently packed orders.
- Increased customer satisfaction by 15%, reduced order errors by 20%, and decreased processing time by 25%.

● ARTISTRY

IKZ | Feb 2020 - Mar 2024

- Designed and produced detailed, one-of-a-kind automotive illustrations that could be transformed into high-quality prints.
- Conducted research on car models, used traditional and digital techniques to create detailed illustrations.
- Increased print sales by 30% in six months, received multiple bespoke commissions, and garnered positive customer feedback.



● assistant

Currencies Direct | Dec 2019 - Dec 2019

- Mirrored a senior dealer at Currency Direct, handling phone inquiries and assisting customers with foreign exchange transactions.
- Engaged customers over the phone, provided accurate information on exchange rates, and shadowed the senior dealer to learn trading techniques.
- Contributed to positive customer experiences, facilitated informed decision-making, and enhanced team efficiency. Received positive feedback from customers, boosting customer satisfaction and retention.

Responsibility and Achievements

Education & Training

2021 - 2023

● Brampton Manor Academy

Sociology (A), History (B) and Politics (B) (A),,

2018 - 2021

● Oaks Park High School

GCSE'S,

