



Osama Majeed Khan

Business Analyst , Customer Service Agent

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Languages

English (Native)

Hindi (Fluent)

Urdu (Fluent)

Arabic (Basic)

About

As a former Customer Support Associate at Amazon, I excel in enhancing shopping experiences and resolving queries. My analytical skills from a Business Analyst role enable me to optimise retail workflows efficiently. Fluent in multiple languages, I'm versatile in client advising and inventory management.

BRANDS WORKED WITH

BIOPHILICA

Experience



● Business Analyst

BIOPHILICA | Feb 2024 - Now

- Responsible for making research reports in various industry sectors for company in a month's time.
- Maintained an organised working space always.
- Lead and guided other interns working at various tasks.
- Communicated with various teams regarding everyday problems.
- Lead hands-on essential work across teams, optimised and identified inefficient workflows to improve internal processes.



● Virtual Customer Service Associate

Amazon | Jun 2022 - Aug 2022

- Attended 100-150 calls daily and solved customer queries under company's guidelines and compliance.
- Communicated and guided customers for their better shopping experience.

Education & Training

2023 - 2024 ● Queen Mary University of London

Msc Business Management, Management,

2019 - 2022 ● JAGRAN LAKECITY UNIVERSITY

Bachelor of Commerce,