

# Amir Khan

## Customer services advisor

### AREAS OF EXPERTISE

*Client relations*

*Sales support*

*Client retention*

*Customer relations*

*Event organisation*

*Supply chain*

*Administration*

*Cold calling*

### CAREER STATEMENT

*“I feel that my greatest strengths are my ability to develop and maintain a close working relationship with my customers. This allows me to gain a in-depth understanding of their individual needs and requirements. I can then deliver a professional response to them.”*

Amir Khan

### PERSONAL SUMMARY

An experienced customer services executive with many years of invaluable experience working in the customer support departments of leading UK companies. Highly focused with a comprehensive knowledge of how to maintain a professional, helpful and courteous relationship with allocated customers.

Having an enthusiastic and positive attitude and working hard to ensure that customers receive an excellent level of service whilst at the same time ensuring the highest level of sales for the company.. Presently looking for a customer services advisor position with a reputable company.

### CAREER HISTORY

#### *Classic Furniture Supplies - Watford*

CUSTOMER SERVICES ADVISOR

August 2009 - Present

Providing support, help and advice to customers who use the companies products or services. Also responsible for arranging appointments, meeting with potential customers, explaining our products, answering questions, writing up orders, and asking for recommendations.

#### **Duties:**

- Dealing with customer enquiries by telephone, email, letter or face to face.
- Ensuring that a customers problem is brought to a satisfactory conclusion.
- Involved in developing a customer service policy.
- Collecting and analyzing data to monitor the level of customer service.
- Making sure that all Health and Safety procedures are adhered to.
- Completing all administrative tasks and updating records.
- Occasionally having to work in the company call centre.
- Ensuring all telephone calls are answered within a 15 second time frame.
- Booking appointments for sales representatives to visit potential customers.
- Using Word & Excel to write reports and create invoices.
- Maximising every sales enquiry.

#### *Coopers Kitchen Showroom - London*

CUSTOMER SERVICE REPRESENTATIVE

June 2007 – August 2009

Working as part of a team in a busy and dynamic contact centre. Was involved in developing the companies sales strategy and pricing policy. Responsible for responding effectively to the diverse needs of each customer.

#### **Duties:**

- Ensuring the company store presents itself to a high standard of customer service.
- Answering all email enquiries within 15 minutes.
- Re-directing phone calls to the appropriate person.
- Provide assistance and support to the Supply Chain as and when required.
- Contributed to and participated in team meetings and activities.
- Welcomed and assisted visitors to the company offices.
- Logged enquiries and resolutions on a database.
- Offered customers alternatives and up-selling.

## PROFESSIONAL

*First Aid Certificate*

*European Computer  
Driving Licence (ECDL)*

*French*

*German*

## KEY COMPETENCIES AND SKILLS

### *Professional*

- Understanding of and commitment to the implementation of equal opportunities.
- Knowledge of health and safety issues.
- Developing customer service procedures, policies & standards.
- Extensive knowledge of call logging software.
- Experience of Microsoft software like Word, Excel and PowerPoint.
- Producing written information for customers and reports for managers.
- Making recommendations to senior managers to improving customer service.
- Able to train, monitor and supervise junior or new staff.

### *Personal*

- A good level of written and verbal communication skills.
- Able to quickly gain extensive knowledge of a company products & services.
- Possessing a confident and articulate telephone manner.
- Experience of working shifts, early mornings, afternoons, weekends & nights.
- Adaptive to change and ability to multi-task.
- Able to work as part of a team and in a busy telephony environment.
- Committed to promoting high quality standards at all times.
- Flexible and adaptable.
- Ability to stay calm under pressure.
- Able to react quickly and effectively when dealing with challenging situations.

## PERSONAL SKILLS

*An eye for detail*

*Excellent communicator*

*Tactful & articulate*

*Problem solving*

*Excellent organisational skills*

*Team player*

## ACADEMIC QUALIFICATIONS

### *Watford College, Watford 2006 - 2007*

A' Levels:

Maths	B
English literature	A
Physics	B
Geography	D

### *St Mathews Secondary School, Watford 2002 - 2006*

GCSE's:

English	C
Maths	C
Science	A
Technology	B

## PERSONAL DETAILS

*Amir Khan*  
*89 Anywhere Road*  
*Watford*  
*W3 7RD*

*T: 0207 000 9999*  
*M: 0777 777 3333*  
*E: [amir.k@emaladdress.co.uk](mailto:amir.k@emaladdress.co.uk)*

*DOB: 24/08/1986*  
*Driving license: Yes*  
*Nationality: British*

REFERENCES – Available on request.

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