



# Rashid Khan

## Profile

Dedicated professional with experience in customer service, sales, and hospitality. Skilled in problem-solving, operations, and productivity enhancement. Self-motivated, responsible, and committed to delivering exceptional service.

## Employment History

### Cabin crew, Smart wings

MARCH 2024 – OCTOBER 2024

- Ensured passenger safety and comfort during flights.
- Delivered top-tier customer service, addressing passengers' needs efficiently.
- Assisted with in-flight service and emergency procedures.

### Customer Service executive, Tabella S.R.O

AUGUST 2023 – JANUARY 2024

- Handled live chat support, resolving customer queries effectively.
- Ensured seamless operations and enhanced customer satisfaction.
- Improved productivity by efficiently managing complex issues.

### Restaurant Manager, usti nad labem, Czech, Bella

JANUARY 2018 – DECEMBER 2022

- Ensured restaurant cleanliness and compliance with hygiene standards.
- Communicated with customers to understand and meet their needs.
- Managed staff scheduling and operational planning.
- Monitored sales performance and implemented strategies to boost revenue.

### Sales executive, BestSeller, Mumbai

MARCH 2013 – SEPTEMBER 2014

- Assisted customers in making informed purchasing decisions by providing detailed product information.
- Monitored inventory levels and ensured stock availability to meet customer demand.
- Tracked competitor activities and adjusted sales strategies to maintain a competitive edge.

### Sales executive, Pantaloons Retail India, Mumbai

JANUARY 2010 – NOVEMBER 2012

- Provided excellent customer service and handled queries effectively.
- Responded to changes in customer demand and adapted sales strategies accordingly.
- Achieved and exceeded sales targets while gathering customer feedback for business improvement.

## Education

### MBA, Ceska Zameldeska Univerzita, Prague

OCTOBER 2015 – JANUARY 2018

### Business Management Study (BMS), Mumbai university, Mumbai

JULY 2010 – MAY 2013

### HSC, Mumbai University, Mumbai

JUNE 2008 – MAY 2010

## Details

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### NATIONALITY

Indian

### DATE OF BIRTH

14-12-1991

## Skills

Sales

Restaurant Operation

Operational Planning

Profit-Based Sales Targets

Customer Satisfaction

Customer Demand Planning

Customer Relationship  
Management

Retail Commerce

Knowledge of Hospitality

Scheduling

Computer Literacy

Communication Skills

## Languages

Urdu

Hindi

Czech

English