

## CONTACT

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## EDUCATION

### Bachelor of Business

Griffith University – Currently  
Deferred

### Certificate III in Project Management

TAFE QLD – Completed 2012

## KEY SKILLS

- Daily operations
- Strategies and goals
- Strategic decision-making
- Analytical thinking
- Regulatory compliance
- Customer service
- Excellent sense of direction
- Innovative

# TAYYEB KHAN

## Professional Summary

Self-assured professional skilled in technology offering a background of always implanting strategic innovative solutions to better growth. A problem-solver with a great personality. Friendly and enthusiastic, who consistently meets company satisfaction goals. Highly organised and efficient in a fast-paced environment, communicating effectively at all organisational levels with clients. Demonstrated ability to build trusting relationships. Ability to think critically, solve problems, plan, organise and deliver.

## Experience

### Director/Partner

HUQA Café – June 2019 – March 2020

- Created the marketing strategy and advertising initiatives that were used to promote the company to the public.
- Developed and maintained positive relationships with employees.
- Managed and directed fiscal operations, including planning budgets, authorising expenditures, accounting, establishing service rates and coordinating financial reporting.
- Continually maintained and improved the company's reputation and positive image in the markets served.
- Reviewed customer survey information to prioritise areas of improvement.
- Encouraged creative thinking, problem solving, and empowerment as part of the facility management group to improve morale and teamwork.
- Built long-term customer relationships and advised customers on purchases and promotions.
- Provided an elevated customer experience to generate a loyal clientele.

### Heavy Rigid Driver

Paradise Earthmoving – January 2016 – June 2019

- High level of care driving on roads.
- Working in a team environment, assisting colleagues.
- Responded to customer requests with friendly, knowledgeable service and support.
- Managing paper dockets, receipts and load sheets.
- Responded to all customer inquiries thoroughly and professionally.

## REFERENCES

Azzam Merhebi

Former Partner – Huqa Café

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Shamil Khan

Former employer – Paradise  
Earthmoving

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Shaun Whittman

Former Colleague – Apple

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Gabriel Malone

Former Employer – Food & Taste

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- Provided elevated customer experience to generate a loyal clientèle.
- Worked with the management team to implement the proper division of responsibilities.
- Maintaining & cleaning truck.

### Customer Support Specialist

Apple – September 2016 – December 2016

- Scheduled appointments with clients.
- Researched complex problems and resolved issues in a timely manner.
- Responded to customer requests with friendly, knowledgeable service and support.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
- Responded to all customer inquiries thoroughly and professionally.
- Provided elevated customer experience to generate a loyal clientèle.
- Worked with the management team to implement the proper division of responsibilities.
- Communicated with and supported sales, marketing and administrative teams

### Operations Manager

Food and Taste – September 2013 – September 2016

- Provided updates on critical shipments to the corporate departments and customers who requested them.
- Maintained established levels of goods based on sales forecasts and demand to fulfil orders on time.
- Picked up incoming stock and delivered materials to designated locations.
- Established long-term customer relationships through prompt and courteous service.
- Maintained accurate stock records and schedules.
- Picked products for specific routes according to pick sheets.
- Enforced the on-time shipment of products to create exceptional customer experiences.
- Conducted monthly inventories of materials on the work floor.
- Drafted budgets, monitored warehouse costs and reduced expenses when possible.