

# **SAIMN ZUHAIRI**

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## **Professional Summary**

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Proactive and Customer Experience Manager with a proven record of enhancing customer satisfaction, resolving complex issues, and building client loyalty.

Skilled in Resolving escalations, Supervising high-performing teams, and optimising service quality. Expertise in client relationship development, performance coaching, and implementing customer feedback systems to drive continuous improvement.

## **Professional Experience**

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**Customer Experience Manager** July 2021 - Present

**Broaster Chicken, Moorebank NSW**

- Resolved escalated customer issues efficiently, maintaining high service standards
- Handled complaints tactfully, offering timely and resolutions
- Conducted regular performance reviews and team coaching to improve KPIs
- Managed daily operations to boost customer satisfaction, sales, and team output
- Built lasting client relationships to encourage repeat business
- Handled high volumes of inbound calls while ensuring QA compliance
- De-escalated tense situations with professionalism and empathy

**Salesperson**

March 2020 - April 2020

**Direct Appliances, Liverpool NSW**

- Delivered friendly, informed service throughout customer journey
- Developed customer relationships to promote loyalty and referrals
- Increased sales by engaging customers and addressing specific needs
- Provided personalised product recommendations and after-sales support

**Sales Representative & Associate**

May 2013 - May 2015

**Independent Jewellery Retailer - Baghdad, IRQ**

- Advised customers with selecting jewellery for various occasions, offering expert product knowledge
- Maintained visual merchandising standards and ensured product security
- Built strong rapport with customers, encouraging repeat visits and referrals
- Managed POS transactions, lay-bys, and returns with accuracy and professionalism
- Decorated to monthly sales targets through upselling and cross-selling techniques

## **Education**

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**Diploma of Engineering (Bachelor's)**

January 2025 - October 2029

**University of Western Sydney**

- Supervised overseas CAD project
- Utilised Microsoft Excel and Word

**High School Certificate**

November 2015 - November 2025

**Moorebank High School**

Graduated 2025