

SAIMN ZUHAIRI

0415 772 790

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Professional Summary

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

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

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