**MUJAHID KHAN**

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**PERSONAL PROFILE**

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Client focused, and results orientated professional with over 10 years of customer service and sales experience in numerous environments with extensive exposure to customer calls, business development targets and customer service. Strong skills in time management, prioritising tasks and meeting deadlines. Committed to growing bottom line revenues while providing the highest levels of customer services. ​Self-motivated with effective phone sales techniques, seeking to help a business in the industry grow. Inside Sales Representative who consistently achieves aggressive sales goals. Exceptional Inside Sales Representative and highly effective at transforming customer inquiries into new sales

**KEY SKILLS**

* **Current SIA Badge**
* Able to develop and promote strong professional relationships with external customers
* Fully able to manage colleagues if needed and works very well in a team or independently
* Fluent in Urdu and Punjabi. My bilingual skills are an asset and an invaluable advantage in today's multicultural society

**EXPERIENCE**

**Pebble Finance Customer Service Feb 2019 – Mar 2019**

* Working in a busy office taking inbound calls regarding solvencies and mortgages
* Giving debt advice to customers regarding the above
* Signposting to the correct department

**Retail Assistant Anything & Everything Jan 2017 – Feb 2019**

* Working on the shop floor predominantly to look for shoplifters
* Protect company’s property and staff by maintaining a safe and secure environment
* Observe for signs of crime or disorder and investigate disturbances
* Act lawfully in direct defense of life or property
* Apprehend criminals and evict violators, liaising with Police and Managers if needed
* Patrol randomly or regularly building and perimeter and report in detail any suspicious incidents
* Monitor and control access at the shop entrances
* Watch alarm systems or video cameras and operate detecting/emergency equipment

**Sales Manager Nomex Associates LTD Mar 2016 – Dec 2016**

* Managing a team of 15 co - workers
* Ensuring all targets for individuals and team were met and tacking the performances on the staff
* Ensuring all staff are living up to the expectations of the organisations
* Making key decisions which benefit the business
* Dealing with customers general enquiries and complaints
* Providing service on the product of sale and ensuring customers were given a service and not mis-sold

**Customer Service/Sales PDHL Apr 2013 – Feb 2016**

* Dealing with customers enquiries and complaints
* Providing the best advice to customers according to their needs
* Dealing with client and creditor post and taking client payment

**Customer Service Advisor Horizon Finance Jun 2010 – Feb 2013**

* Dealing with customers general enquiries for Loans and Credit Cards
* Providing advice on best financial solutions to customers and ensuring customers were given a service that was friendly and professional
* Gained valuable experience in dealing with problems using initiative and handling situations in an effective and professional manner
* Taking payments from clients
* Completing application forms for clients involving Loans and Credit Cards

**Customer Service Advisor Express Gifts Jun 2006 – Feb 2010**

* Task included but were not limited to:
* Taking calls from customers and assisting as needed
* Ensuring all customers received excellent service throughout the call
* Having the responsibility of taking confidential payments
* Taking orders from customers and ensuring they were processed correctly
* Giving updates to customers as new products were in stock

**Buying Administrator Glyn Webb Home Improvement Feb 2001 – Jun 2006**

* Adhering to critical paths, ensuring the right stock is in the right place and the right time
* Preparing forecasts to ensure that sales, stock holding, and stock availability is maximised
* Working with the buyers to plan initial allocations and launch builds, ensuring stock availability is met
* Liaising with far east suppliers and cross functional teams
* Providing general support to the buying team

**EDUCATION/TRAINING**

**Free 2 Learn – Oldham - Dec 2017**

Level 1 Retail Knowledge

Level 1 Personal Development and Employability Skills

Level 2 Customer Service

Level 2 Principal of Team Leading

SIA and Door Supervisor Badge

**SKL / Oldham Training Centre – Oldham**

Business Administration, Level 1 – 3 inclusive

**INTERESTS/HOBBIES**

I enjoy watching and playing football and cricket as well as going to the cinema with my family.

I also help the local community with a lot of charity work, helping organise events and have set up a local 8-a-side football team to help youngsters get involved.

**REFERENCES**

Excellent references can be provided on request