

Saad Khan

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PROFESSIONAL SUMMARY

Personal Statement I am a hardworking, highly motivated with a keen eye for detail. One of my key aspirations include business administration, which I believe I have the skills and attributes for. I am very efficient and precise in my work and can adapt to different working environments very quickly. I am very passionate about working within the charity sector as it is very rewarding and I love helping people and would like to serve the people in need as much as I can . Conscientious Amusement and Recreation Attendant, ensuring customer enjoyment and safety through diligent ride management. Using excellent communication abilities with meticulous attention to accuracy for smooth-running amusement operations. Committed to proper handling of food items and adherence to health and safety guidelines. Excellent balance, stamina and social skills. Desire to take on new position offering opportunity to enhance business operations.

WORK HISTORY

Ummah Welfare Trust - Volunteer

Bolton, BOL

01/2017 - Current

- Leaflet distribution.
- Warehouse duties.
- Filling containers.
- Street Collections.
- Providing fundraising ideas Key Skills Learnt:.
- Teamwork.
- Leadership & Initiative.
- Politeness & Patience.
- Helped individuals in need.
- Supported a team of UWT volunteers in numerous fundraising initiatives that generated £ 10,000 within month.

Scottish Power - Sales Assistant

Preston, Lancashire

10/2021 - 11/2022

SKILLS

- Exceptional communicator
- Outstanding customer care
- Practised problem solver
- Team player
- Outstanding customer service
- System implementation
- Complaint resolution
- Relationship-building
- Multi-line phone talent
- Exceptional communication
- Customer service expert
- Product disposal
- Telephone skills
- Creative problem solving

EDUCATION

Blackburn College

Blackburn

Administration
& Finance Business research
issue & Analysis European
business issues Economics of
financial markets

Training 2000

Blackburn

Customer Service And
Business Admin Skills

- Provided service with a smile, offering courteous, helpful advice to best meet customer needs.
- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Used product knowledge, sales abilities and customer relations skills to drive substantial profit increases.
- Consistently delivered revenue and performance KPI targets through outstanding retail service and sales abilities.
- Educated customers on product and service offerings, engaging in special offers and promotions to increase sales.
- Knocked on customers doors and did face to face sales.
- Used confidence and patience to plan and schedule maximally efficient door-to-door routes.
- Delivered high-quality results within budget and timeframe targets.
- Quickly learned and applied new skills to daily tasks, improving efficiency and productivity.
- Offered friendly, efficient customer service and handled challenging situations with ease.

Star Tissue - Warehouse Operative

Blackburn , Lancashire

11/2021 - 01/2022

- Completed work following safety rules for best working practices.
- Exceeded targets for items picked by performing thorough checks to maintain excellent quality assurance.
- Reported issues and damages to senior warehouse staff, enabling prompt, effective resolutions.
- Independently worked through high-volume orders using initiative and self-motivation, consistently hitting deadline targets.
- Maintained high levels of cleanliness in working areas, meeting compliance standards for health, safety and hygiene regulations.
- Minimised product damage, ensuring goods were correctly handled and stored to task specifications.
- Perfectly stacked and arranged deliveries to ensure proper item security and staff safety.
- Listened closely to instructions, carrying out fast-paced picking and packing in line with targets.
- Followed safety guidelines when operating in hazardous environments.

05/2024

Accrington and Nelson College

Accrington, Lancashire

NVQ Level 1: Construction
Valid CSCS card

2018

St Thomas's *Blackburn*

GCSE

- Maintained employee safety through observation of surroundings when moving cargo.
- Followed safety standards for carrying, moving and storing freight.

NCO - Customer Service Agent

Blackburn, Blackburn with Darwen

07/2021 - 09/2021

- Acted as the first point of contact for customer issues and queries, resolving effectively and efficiently.
- Used Infinity to register Covid tests information and data records within agreed guidelines
- Delivered consistently excellent customer service to guarantee a positive first response on NCO services.
- Achieved high sales percentage with consultative, value-focused customer service approach.
- Provided warm, professional customer support with exceptional efficiency for maximised satisfaction ratings.
- Used exceptional attention to accuracy in directing and diverting calls to relevant departments.
- Collaborated with Serco to provide quality control for customer service, production and output across NCO operations.
- Answered customer telephone calls promptly to improve on-hold wait times.
- Managed quality communication, customer support and product representation for each client.
- Managed over 40 customer calls per day.

Oodles - Customer Service Assistant

Blackburn, BBD

07/2020 - 08/2021

- Providing Excellent quality of service to customers.
- Taking customer orders and delivering food and beverages.
- Handling customer queries.
- Preparing dinner tables with special attention to sanitation and hygiene.
- Attending to customers under high pressure Key Skills
Learnt: Teamwork.
- Organisation and efficiency.
- Time management.
- Adapting to new work duties.

- Patience and resilience.
- Leadership & initiative.
- Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.

Half Fish HQ - Business Administrator

Blackburn, ABD

12/2019 - 02/2020

- Office duties.
 - Providing office support.
 - Providing customer support.
 - Keeping files organised.
 - Data inputting.
 - Interacting with clients either on phone or in person
- Key Skills learnt:.
- Feedback Skills.
 - Computer Skills.
 - Attention to detail.
 - Communication skills - integral part of our success.
 - Self-confidence - helped me to become more confident with interacting with public.
 - Coordinated and maintained impressive office organisation to keep facilities efficient, organised and professional.
 - Compared vendor prices to ensure optimal savings.
 - Maintained computer and physical filing systems.

Silicon - Computer Technician

Alloa , Clackmannanshire

05/2022 - 07/2022

- Optimised software testing to strengthen Quality Assurance (QA) measures.
- Prepared and configured systems for testing.
- Outlined quality assurance objectives and priorities to guide department activities.
- Planned and executed system tests, reporting findings to any issues with products.
- Refined testing policies, procedures and scripts.
- Oversaw start-up, shut-down and troubleshooting procedures for tablets.
- Monitored gauges, dials and other indicators to verify maximal equipment performance.

Housing Triage - Customer Sales Advisor

Blackburn , Lancashire

09/2022 - 10/2022

- Logged call details and customer information in secure systems, improving data collection measures.
- Handled high call volumes with accuracy and efficiency for optimum productivity.
- Processed complaints professionally, seeking effective, timely solutions for continued customer satisfaction.
- Improved call metric standards to exceed performance KPI targets.
- Used outstanding problem-solving and communication skills to appease dissatisfied customers.
- Established follow-up call systems to effectively resolve complaints and maintain customer loyalty.
- Increased client retention by building instant rapport and establishing customer trust.
- Attended regular product training to enhance customer advice.
- Used expert sales and negotiation skills to secure high-value bookings, providing excellent customer care throughout.
- Maintained accurate knowledge of current services to provide informative customer advice.
- Achieved daily performance targets, aiding department progression towards sales goals.
- Continually updated customer databases, ensuring compliance with GDPR regulations.

Private Builder - Builder's Labourer

Blackburn , Lancashire

01/2023 - Current

- Guaranteed customer satisfaction by monitoring site, promptly reporting irregularities to supervisor.
- Performed adhesive tiling and trim to outstanding standard.
- Repaired bathroom and kitchen damages to restore function and appearance.
- Demonstrated high-quality tiling skills to produce excellent results.
- Liaised with clients using fantastic customer service skills, going extra mile to provide satisfactory service.
- Quality-checked painting work during and after completion to achieve excellent standards.

- Kept work area clean and tidy at all times.
- Observed prescribed safety procedures for personal and coworkers safety.
- Cut products to specified dimensions using hand or power tools.
- Cleaned and disinfected surfaces following guidelines specific to type of environment.
- Handled hazardous chemicals following correct procedures to minimise risks to people, building and local environment.
- Applied decorative wall coatings to achieve desired exterior finish.

Diffability services - Support Worker

Long reach , Lancashire

05/2023 - Current

- Evaluated and updated charts of patients to maintain accurate information.
- Kept detailed records of medical conditions and histories, providing exceptional and individualised care.
- Helped physiotherapists develop treatment goals and objectives.
- Supported patients with crutches, canes and prostheses to assist with balance and mobility.
- Registered patient information on database to maintain complete records.
- Scheduled new and return appointments to gauge progress.
- Supported physiotherapists to maintain scheduled appointments by completing evaluations and interventions procedures.
- Improved customer service through self-study and learning about therapeutic massages physiotherapists offered.