

Zain Rakha

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Education

BLACKBURN CENTRAL HIGH SCHOOL | 2010-2015

- GCSE Mathematics - A
- GCSE English Language - B
- GCSE English Literature - B
- GCSE Science/ Chemistry - C
- GCSE Science/ Biology – B
- GCSE Science/ Physics – B
- GCSE IT – A

BLACKBURN COLLEGE | 2015 - 2017

- BTEC Level Three Extended Diploma - Construction In The Built Environment.

LEEDS BECKET UNIVERSITY | 2017 - 2019

- Architecture BA honours – Completed the first 2 years, final year pending.

Employment History + Skills Abilities

CUSTOMER SERVICE AT DESSERT PARLOUR | MARHABA, ICE-CREAM BAR | 28/01/14 – 02/11/19.

My role was to prepare and serve desserts/fast food to customers.

- Maintaining customer service at the expected high standard.
- Developed the understanding of communication skills.
- Demonstrated top hygiene levels.
- Prepared well-presented food as advertised.
- Trusted to deal with the opening and closing of the store.
- Managing money holdings and overtaking the manager duties easily when required to.
- Development of time management skills through a fast-paced work environment.
- Providing further assistance to peers when they are overwhelmed.
- Having the responsibility of training newcomers at the business.
- Acknowledging and handling all levels of complaints within the business.

CUSTOMER SERVICE AND TECHNICAL SUPPORT AGENT | HINDUJA GLOBAL SOLUTIONS (HGS)- TALKTALK BUSINESS | 25/11/19 – 24/03/22.

My role at this company was to deal with technical issues, billing enquiries and other base-level concerns.

- Developed excellent listening skills when dealing with customers daily.
- Engaging in suitable conversation to build rapport.
- Assisting my peers with tasks they are unable to complete individually.
- Due to my longevity at this company, I became a tenured agent and was presented with responsibilities on par with managerial roles.
- Developing a natural understanding of the many computer-based systems we operate.
- Able to resolve high-end complaints without the guidance of senior team members.
- Can work my way around complex scenarios and provide an efficient resolution.
- Built a professional relationship with agents throughout other departments of the business, which offered me an insight into other processes and how I can implement this into my own work.
- I developed an understanding of how the company operates, beyond customer and agent acknowledgment.
- Had the opportunity to sell and advertise our products to customers within a sales environment.

CUSTOMER EXPERIENCE ADVISOR | TALKTALK BUSINESS DIRECT | 25/04/2022 – PRESENT.

This position links directly with my job at HGS – I was offered this promotion by our Operations Manager. This change of role allowed me to move away from our subcontractors, HGS, and into TalkTalk Business' head office.

- ***My role transitioned from a Customer service/ Technical support agent to handling high-level escalated customer complaints, as well as managing our companies Trustpilot Reviews and CSAT surveys and also review performance management throughout all departments of the business and make positive changes when necessary.***
- I developed a deeper understanding of problem-solving, as I deal with more complex scenarios which other departments are unable to resolve to customers' satisfaction.
- Able to defuse a situation where customers are being very unreasonable and provocative, without challenging the customer themselves.
- Able to manage the correct level of expectations when handling difficult customers.
- Have excellent team-working skills and can take leadership positions when senior management is absent.
- Able to negotiate firmly when speaking to customers who have high expectations regarding compensation.
- As a complaint's handler, I can speak confidently when conversing with customers, leaving them with a positive impression.
- Learnt multiple skills on Microsoft applications, such as Excel.

References can be provided upon request.