

Zunaira Khan

Customer Service & Hospitality Professional



Contact

✉ zuneyaftab45@gmail.com

📞 +358 44 9412361

📍 Espoo, Finland.

🔗 linkedin.com/in/zunairaxkhan/

🔗 github.com/zunairaxkhan

Professional Skills

- Customer Service
- Hospitality
- Retail
- Food & Beverage Service
- Cash Handling
- POS Systems
- Teamwork
- Time Management
- Inventory Management
- Sales Support
- Event Support
- Multilingual Communication
- Front Desk Operations

Extra Curricular Activities

- Social Media Manager in AAMU (Aalto Muslim Union)

Other Interests

- Cooking 🍲
- Traveling 🌎
- Hiking 🏔️
- Movies 🎬
- Swimming 🏊
- Books 📚

Languages

- 🇫🇮 Finnish - Professional Knowledge
- 🇬🇧 English - Professional Knowledge
- ଓଡୁଡ଼ିଆ Urdu/Hindi - Native Language

WORK EXPERIENCE

10/2022–
Current

Food Service Worker

Espresso House

📍 Espoo, Finland

- Prepare and serve high-quality coffee and beverages while delivering excellent customer service.
- Oversee daily shop operations including staff coordination and inventory management.
- Ensure a welcoming atmosphere and smooth service flow.

08/2022–
Current

Sales (part-time)

Staffpoint

📍 Espoo, Finland

- Provide friendly and efficient customer service across food stores and cafés.
- Assist with sales, handle transactions, and maintain a clean, customer-ready environment.

10/11/2023–
10/01/2024

Customer Service Representative

Helinä Rautavaaran Museum

📍 Espoo, Finland

- Assisted visitors with product information, returns, and purchases while maintaining museum standards.
- Ensured a positive shopping experience by addressing concerns promptly.

02/10/2017–
29/09/2020

Restaurant Manager

Zaiqa Pakistan

📍 Orivesi, Finland

- Managed daily operations of a family-owned restaurant, supervising staff and schedules.
- Maintained food quality standards and inventory; resolved customer issues to ensure smooth operations.

EDUCATION

08/2023–
Current

Bachelor's in Tourism and Business

Laurea University of Applied Sciences

📍 Espoo, Finland

- Ongoing studies in tourism and business.

10/2018–
01/2021

College

Hartola Lukio

📍 Hartola, Finland

- Finnish upper secondary / college studies.

ADDITIONAL HIGHLIGHTS

Customer-focused Operations

Several years of hands-on experience in hospitality and retail environments, handling busy service periods, inventory control, and cash/POS procedures.

- Customer service
- Staff coordination
- Inventory
- Cash handling
- POS

Event Support & Volunteering

Experience supporting public events and exhibitions in customer-facing roles (museum shop, SLUSH volunteer).

- Visitor support
- Sales
- Event operations

CERTIFICATIONS & VOLUNTEERING

- Hygiene Pass (Finland) — 04/10/2021
- SLUSH — Volunteer (15/10/2025 — Current), Helsinki