

# Zunaira Khan

Customer Service & Hospitality Professional



## Contact

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## 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

🇵🇰 Urdu/Hindi - Native Language

## WORK EXPERIENCE

10/2022–  
Current

### Food Service Worker

📍 Espoo, Finland

*Espresso House*

- 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)

📍 Espoo, Finland

*Staffpoint*

- 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

📍 Espoo, Finland

*Helinä Rautavaaran Museum*

- 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

📍 Orivesi, Finland

*Zaiqa Pakistan*

- 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

📍 Espoo, Finland

*Laurea University of Applied Sciences*

- *Ongoing studies in tourism and business.*

10/2018–  
01/2021

### College

📍 Hartola, Finland

*Hartola Lukio*

- *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