

Jahanzaib Khan

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Dubai

Summary

Results-driven customer service professional with excellent communication skills. Proven track record of exceeding customer expectations through effective problem-solving and empathetic interaction. Adept at handling inquiries, resolving issues, and fostering positive client relationships. Strong verbal and written communication abilities combined with a commitment to delivering exceptional service.

Experience

Customer Relations Specialist

AA Investments • Multan, Pakistan

12/2018 - 08/2023

AA Investments is realstate investment company majorly working with Bahria town (realstate developers)

My formost duty was to entertain our walk in clients with the poduct they are looking for in the specific sector and make sure to make their investments in right place.

As a Customer Relations Specialist in real estate, my responsibilities include building and maintaining strong relationships with clients. Provide personalized assistance throughout property transactions, addressing inquiries, and ensuring a seamless experience. Effectively communicate property details, negotiate terms, and resolve any client concerns. Stay informed about market trends to offer valuable insights and enhance customer satisfaction. Collaborate with real estate agents and other professionals to deliver exceptional service and contribute to successful property transactions.

I am responsible for all communications with in company or at a mass level like media advertising wether it's print media or electronic media.

I had to create a team that will work on setting the right image for the company brand among it's audience.

Arranging meetings within the company or with other companies managements to collaborate for better mutual interests.

Manager

JK Farms • Multan, Pakistan

10/2016 - 11/2018

JK farm is dairy and meat production farm. I was working in the farm as manager for 2 years.

As a Dairy and Cattle Farming Manager, my responsibilities include overseeing daily operations of the farm.

Manage herd health, reproduction, and nutrition programs to optimize milk production and cattle well-being.

Develop and implement breeding strategies, coordinate veterinary care, and ensure compliance with industry regulations.

Supervise farm staff, including hiring and training. Maintain records of herd performance, manage budgets, and implement cost-effective practices. Collaborate with suppliers, monitor equipment maintenance, and uphold high standards of animal welfare and farm hygiene.

My responsibility was to sustain a reliable and trustworthy relation with clients. If there was any complaint about farm product I have to take those complaints seriously and do my best to resolve those issues and satisfy our clients.

Monitoring efficiency of all processes and creating a positive work environment for employees.

PRO

Grand Limousine service • Melbourne, Australia

12/2013 - 03/2015

Grand limousine service is a platinum rental car service in Melbourne Australia.

Arranging meetings with drivers to increase our services standards.

Arranging meetings with account holding companies to ensure achieving our targets and maximizing their satisfaction level about our services.

Determining rates for rental vehicles based on type of vehicle,length of rental period,time of year, additional features such as satellite radio, navigation system and child safety seats.

Ensuring that customers have a positive experience by providing excellent customer service.

Coordinating with dispatch to arrange for delivery of rental cars to customers.

Customer Relations Manager

Turkish bread factory • Melbourne, Australia

12/2012 - 12/2013

Turkish bread factory is traditional Turkish bread manufacturer in Melbourne Australia.

Serve as the primary point of contact between the bread factory and its customers, maintaining open and effective communication channels.

Handle customer orders, inquiries, and concerns promptly and professionally, ensuring accurate order processing and timely delivery.

Monitor customer satisfaction levels and gather feedback to identify areas for improvement in product quality, delivery, or service.

Address customer complaints or concerns in a timely and empathetic manner, working collaboratively with other departments to find effective resolutions.

Coordinate with production and sales teams to fulfill special or customized orders, ensuring customer specifications are met.

Maintain a deep understanding of the bread products offered, including ingredients, nutritional information, and production processes, to provide accurate information to customers.

Keep customers informed about the status of their orders, including production timelines, dispatch details, and any potential delays.

Analyze customer feedback and trends to identify opportunities for improvement and contribute to the enhancement of products and services.

Work closely with other departments, such as production, logistics, and quality control, to ensure seamless coordination in meeting customer expectations.

Generate and analyze reports on customer interactions, order volumes, and feedback to provide insights for decision-making.

Develop and implement customer loyalty programs or initiatives to enhance customer retention and foster long-term relationships

Register Attendant

Woolworth Department Store • Melbourne, Australia

02/2012 - 12/2012

Woolworth is a departmental store chain Australia wide.

Process customer purchases accurately and efficiently through the cash register or point-of-sale system.

Handle cash, credit cards, and other forms of payment securely, ensuring proper change and adherence to cash handling procedures.

Stay informed about products, prices, and promotions to provide accurate information and assistance to customers.

Provide friendly and prompt customer service, addressing inquiries, resolving issues, and ensuring a positive shopping experience.

Manage customer queues effectively, minimizing wait times and maintaining an organized and orderly checkout area.

Process returns and exchanges following store policies, checking product condition and ensuring proper documentation.

Recommend additional products or promotions to customers, contributing to increased sales and customer satisfaction.

Monitor for any suspicious behavior or security issues and follow store protocols for loss prevention.

Assist in verifying and correcting product prices as needed, addressing discrepancies and ensuring accurate pricing.

Keep the register area clean and organized, including the placement of promotional materials and relevant signage.

Reconcile cash registers at the end of shifts, ensuring all transactions are accurately recorded.

Report discrepancies or low stock levels to supervisors and collaborate with the inventory control team as necessary.

Adhere to all store policies, including those related to discounts, returns, and customer interactions, ensuring compliance with regulations.

Assist customers with bagging their purchases and offer assistance with carrying items if needed.

Work collaboratively with other store staff, including sales associates and supervisors, to ensure a smooth and efficient shopping experience for customers.

Follow opening and closing procedures for the register area, including securing cash and ensuring the area is ready for the next shift.

Stay updated on training materials and attend training sessions to enhance job knowledge and skills.

Participate in store promotions or marketing activities, such as discounts or loyalty programs, to engage customers and drive sales.

Report any technical issues with the cash register or equipment promptly to the appropriate department for resolution

Skills

Customer service, English, Leadership, Communication skills, Management, Teamwork, Guest services, Analysis skills, Negotiation

Education

Certificate iv in accounting

Kangan Batman institute • Melbourne, Australia

12/2012

Certificate iii in accounting

Kangan Batman institute • Melbourne, Australia

06/2012

Masters in mass communication

Bahauddin Zakariya University, Multan • Multan, Pakistan

07/2010

Bachelor of arts

Bahauddin Zakariya University, Multan • Multan, Pakistan

09/2007