

BILAL KHAN

Swansea

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WORK EXPERIENCE

Telesales Agent

Virgin Media Call Centre - Swansea

November 2019 to December 2019

Customer Service/Retentions agent.

Retaining customers who wished to leave and maintaining a high percentage in customers retained to achieve monthly targets.

Mobile Phone Repair Technician

Mobile Tech - Swansea

August 2019 to November 2019

Repairing mobile phone parts

Customer service

Sales in Mobile phones and accessories

Sales Assistant

Next PLC - Swansea

July 2018 to July 2019

Helping customers understand the benefits of the products and services they are looking for. I am a target-oriented individual who loves the challenge of ensuring every customer gets what they are looking for.

As part of my role in Next I found it very easy to assist and derive genuine enjoyment from my job. My experience extended to me Covering many roles which included stock checks, stockroom work, delivery work as well as serving customers.

Waiter

La Casona - Skewen

July 2017 to January 2019

Taking orders, serving food and beverages. Ensuring customers get the best service.

Paid Work - Part Time

207 New Road, Skewen, SA10 6ET

Waiter

Rasoi Indian Kitchen - Swansea

October 2015 to July 2017

Part time

Taking orders, serving food and beverages. Keeping service within the restaurants time standards by ensuring food and drink is served promptly and orders are taken sharply.

Manager

Papa John's - Swansea

September 2014 to September 2015

Opening and closing the store responsibly, training new members of staff, keeping the team updated with the latest updates withing the papa john's service standards and new food and drink items added to the menu. Cashing the tills at the end of the shift and ordering stock.

Papa John's, 11, Dillwyn Street, Swansea, SA1 4AQ

Shop Floor Assistant

Exotica World Foods - Swansea

January 2012 to August 2014

Working as a shopfloor assistant, carrying out duties such as shelf stocking, stockroom organising, cashier work, cleaning, stock takes, loading and unloading delivery stock.

Full Time - Paid work

59, St Helen's Road, Swansea, SA1 4BE

Waiter/Barista

Rose Indienne - Swansea

September 2012 to December 2013

Duties as a waiter/barista such as taking customer orders, receiving telephone orders, serving food and beverages, making coffees using coffee machines, cleaning and maintaining a high standard of hygiene.

Part time - Paid work

73-74, St Helen's Road, Swansea, SA1 4BG

Work Experience Student

Ethnic Youth Support Team (EYST) - Swansea

February 2012 to March 2012

Office work. Successfully creating word and publisher documents that were needed in the youth center, printing files and supervising the youth center.

11 St Helen's Road, Swansea, Glamorgan SA1 4AB



EDUCATION

GCSE - C GRADE in Engineering

Bishop Gore Comprehensive School - Swansea

September 2008 to July 2013

GCSE - C GRADE in Construction

Bishop Gore Comprehensive School - Swansea

September 2008 to July 2013

GCSE - C GRADE in Science

Bishop Gore Comprehensive School - Swansea

September 2008 to July 2013

GCSE - C GRADE in English

Bishop Gore Comprehensive School - Swansea

September 2008 to July 2013

GCSE - C Grade in Mathematics

Bishop Gore Comprehensive School - Swansea

September 2008 to July 2013

GCSE - C GRADE in Welsh Baccaulaureate

Bishop Gore Comprehensive School - Swansea

September 2008 to July 2013



SKILLS

Customer Service (7 years), Managerial (1 year), Receptionist (1 year), Retail Sales (2 years), Time Management (7 years), Problem Solving (7 years), Microsoft Office (10+ years), Microsoft Word (10+ years), Microsoft Excel (10+ years), Adobe Photoshop (10+ years), Written Communication (10+ years), Editing (10+ years), Report Writing (10+ years), Training (1 year), Youth Work (Less than 1 year), ICT (10+ years), Online Marketing (7 years), Photography (7 years), Stock Control (8 years), Sales (8 years), Health And Safety (7 years), Cash Handling (10+ years), Cooking (3 years), Cleaning (8 years), Barista (7 years), Numeracy (7 years)