



Sheraz Khan

Customer Sales Executive

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Languages

English

About

With a proven track record at Mona Design Limited, EE, Virgin Media, and Virgin Mobile, I excel in customer service, sales, and product knowledge across various retail categories. My adaptable approach ensures excellence in both high street and luxury settings, always aiming to enhance customer loyalty and satisfaction.

BRANDS WORKED WITH



Experience

● Sales Executive

Mona Design Limited | Jan 2024

Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases Consistently delivered revenue and performance KPI targets through outstanding retail service and sales abilities Completed purchases with cash, credit and debit payment methods, providing customer receipts for reference Maintained knowledge of products and features to provide recommendations to customers Fostered positive relationships with customers to enhance loyalty and retention Guaranteed high levels of customer satisfaction through product knowledge and attentive service.



● Customer Relations Executive

EE | Jun 2012 - Oct 2014

Warmly greeted customers to establish positive first impressions, enhancing in-store experiences Handled concerns and complaints with care, delivering positive outcomes for continued customer loyalty Assisted customers with product returns, converting refund requests into exchange opportunities to maximize store revenue Established customer purchasing needs, offering personalised guidance with product and accessory selection Retained customers by building rapport and delivering tailored product recommendations.



● Customers Relations Executive

Virgin Media | Jan 2010 - May 2012

Educated customers about company products, services and special offers Kept track of current and potential clients needs to recommend new applicable products and services Reviewed client files to identify opportunities for cross selling Maintained detailed knowledge of company offerings to recommend appropriate products to clients.



● Customer Service Adviser

Virgin Mobile | Aug 2008 - Jan 2010