



# Bakht Munir Khan

## Customer Service Professional

As a customer-centric and team-focused individual, I am confident in my ability to thrive in a dynamic environment where teamwork and customer service are of utmost importance. I am committed to working collaboratively with my colleagues to ensure that every customer receives the highest level of service and care possible.

✉ bmkhanbuniry@gmail.com

☎ +92 3152609538

📍 Karachi, Pakistan

## WORK EXPERIENCE

### Passenger Service Assistant

Shaheen Air International Ltd

June 2015 - March 2016

- Provided exceptional customer service to passengers, resolving queries and concerns in a timely and professional manner.
- Assisted passengers with check-in, baggage claims, and boarding, ensuring a smooth travel experience.
- Collaborated with airline staff to ensure efficient flight operations and customer satisfaction.

### Front Desk Manager

Movenpic Hotel

January 2017 - August 2019

- Welcomed guests and provided personalized service, ensuring a warm and inviting atmosphere.
- Managed front desk operations, including check-in/check-out, room assignments, and guest inquiries.
- Resolved guest complaints and concerns, providing prompt and courteous solutions.

### Gym Receptionist

Pulse

April 2020 - September 2022

- Greeted members and guests, providing excellent customer service and resolving queries.
- Managed gym operations, including membership sales, class bookings, and facility maintenance.
- Collaborated with trainers and staff to ensure a positive and supportive gym environment.

### Gym Trainer

Pulse

December 2022 - January 2024

- Conducted personal training sessions, providing customized fitness plans and guidance.
- Led group fitness classes, ensuring a fun and motivating experience for members.
- Provided excellent customer service, answering fitness-related questions and concerns.

### Modeling

Pakistani Modeling

2016 - present

- Modeled for various Pakistani brands, showcasing products and services in a professional.
- Collaborated with photographers, stylists, and directors to ensure high-quality shoots and campaigns.
- Utilized excellent communication skills to understand client needs and preferences.

## SKILLS

Customer Service Management

Communication Skills

Customer Satisfaction

Customer Relationship

Microsoft Office (Word, Excel)

Project Management

Teamwork & Collaboration

Documentation and Reporting

Time Management

Problem Resolution

## EDUCATION

### Bachelor of Business Administration

Business Administration, Indus University,

January 2019 | Karachi, Pakistan

## STRENGTHS & CAPABILITIES

- Excellent communication and interpersonal skills
- Ability to resolve customer complaints and concerns in a timely and professional manner
- Strong problem-solving and analytical skills
- Ability to work in a fast-paced environment and prioritize tasks effectively
- Proficient in CRM software and technology
- Strong attention to detail and accuracy
- Ability to work collaboratively as part of a team
- Flexibility and adaptability in a changing environment
- Strong customer service skills and focus on customer satisfaction
- Ability to handle multiple tasks and responsibilities
- Strong time management and organizational skills

## LANGUAGES

### English

Full Professional Proficiency

### Urdu

Native

## PERSONAL INFO

**Full Name:** Bakht Munir Khan

**Gender:** Male

**Date of Birth:** May 1, 1992

**Nationality:** Pakistani