



SHOHAIB KHAN

TEAM MANAGER - CUSTOMER SERVICE

A ship in harbor is safe, but that is not what ships are built for

PROFILE

I am an energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. As a graduate with 12+ years of experience in the Corporate, I am excellent at working with others to achieve a certain objective on time and with excellence.

EXPERIENCE

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| 2020 - 2022 | <p>Fame Global Solutions (PVT) LTD
<i>Team Manager - Customer Service, Kelaniya</i></p> <ul style="list-style-type: none">* Ensure all operations are carried on in an appropriate, cost-effective way.* Building and maintaining strong relationships with prospective and existing clients* Identifying clients needs and requirements and proposing suitable solutions.* Serve as the link of communication between key clients and internal teams.* Managing and guiding the team including training and development. |
| 2016 - 2020 | <p>Webxpay (PVT) LTD - www.webxpay.co
<i>Manager - Business Development, Colombo - 02</i></p> <ul style="list-style-type: none">* Research and identify new business opportunities - including new markets, growth areas, trends, customers, partnerships, products and services.* Work in line with the operational procedures of the organisation towards its revenue generation and sales growth goals. |
| 2015 - 2016 | <p>Takas (PVT) LTD - www.takas.lk
<i>Manager - Business Development, Colombo - 04</i></p> <p>Identify new business opportunities in order to generate revenue, improve profitability and help the business grow.</p> |
| 2014 - 2015 | <p>Kaymu Lanka (PVT) LTD - www.daraz.lk
<i>Manager - Key Accounts, Colombo - 03</i></p> <p>Growing the company's revenue by ensuring that key clients are satisfied with the services provided, identifying new business opportunities for key clients.</p> |
| 2009 - 2014 | <p>Innodata Lanka (PVT) LTD
<i>Senior Customer Service Executive, Colombo - 11</i></p> <p>Project Analysis and Return analysis on customer claims.</p> <p>Started as a Receptionist and with the consistent performance promoted to senior Customer service Executive.</p> |

EDUCATION

2018	MSc in Strategic Marketing <i>ASIA e University, Malaysia</i> Studies were focused on marketing as the core area of focus, mainly covering strategic marketing.
2008	G.C.E Advance Level Examination <i>Carey College, Colombo 08</i> Description of the education/course.
2005	G.C.E Ordinary Level Examination <i>Carey College, Colombo 08</i>

PERSONAL INFORMATION

Name

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Birthdate

6th June 1989

Residence

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Sri Lankan

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