

AHMED YUNUS KHAN

+44 77 1024 5455

ahmedsoufraki@protonmail.com

55 Maida Vale, W9 1SD, London

British Citizen

29/11/1998



SUMMARY

Passionate and experienced travel professional with 3 years of success as a remote travel agent, delivering exceptional customer experiences by planning tailored itineraries and handling complex travel arrangements. My background in digital marketing has equipped me with strong communication and organizational skills, enabling me to effectively promote travel packages and connect with diverse clients. Additionally, my tenure as a customer service agent for the Department for Work and Pensions honed my ability to empathize, resolve issues efficiently, and provide outstanding support in high-pressure environments. Eager to bring my expertise and enthusiasm to a dynamic travel agency, creating unforgettable journeys for clients.

EDUCATION

Highgate School

- A-Levels: Photography, Math and Chemistry

Haberdashers Aske's Boys School

- 10 GCSE's- A* - A

SKILLS

- Exceptional organisational skills with accuracy
- Detail-oriented and able to handle multiple tasks simultaneously
- Comfortable using CRM systems, such as Hubspot and Microsoft office systems (Word, Excel)
- A genuine desire to help people and provide the kind of customer experience people want to tell others about
- Strong problem-solving skills with the ability to handle difficult situations calmly.
- Typing skills and confidence in using data entry programmes
- Basic understanding of how databases are structured
- High level of time management, numeracy and good attention to detail
- Strong communication skills in both written and verbal
- Able to work efficiently in a remote position
- Familiarity with data protection and confidentiality regulations
- Team oriented mindset

PROFESSIONAL EXPERIENCE

Customer Representative at Department for Work and Pensions

Teleperformance | November 2024- Present | London Remote

- Process and manage Universal Credit claims, ensuring accuracy and compliance with government policies.
- Provide clear guidance to claimants on eligibility, application processes, and payment schedules, tailoring communication to individual needs.
- Resolve complex queries related to Universal Credit, including calculations, housing elements, and work allowances.
- Collaborate with colleagues and other departments to address escalated cases and ensure timely claim resolution.
- Maintain detailed records of interactions and updates on the case management system, ensuring data integrity and confidentiality.
- Deliver empathetic and professional support to individuals facing financial hardship, offering resources and advice to improve their circumstances.

Travel Agent

Sun City Tours | August 2021- September 2024 | London Remote

- Handled inbound and outbound customer inquiries via email, phone, and chat
- Managed and resolved customer complaints and concerns while maintaining a high level of professionalism and customer satisfaction
- Maintained a customer satisfaction rating of 95% or higher throughout the year
- Insure client satisfaction by following up with a call to check if there are any further issues that needed resolving
- Built travel itineraries for customers and provided around flights
- Proficiency with travel booking softwares, CRM systems and online chat support platforms.
- Worked in different time zones and handled last minute travel issues swiftly
- Researched and suggested travel options using my in depth knowledge of the travel industry

LANGUAGES

- English - Fluent. Native.
- Spanish - Highly Proficient.
- Arabic - Basics

Travel Profile

I have lived in the following countries:

Thailand, United Kingdom, Egypt, Colombia, Lebanon

The following are countries that I have travelled to:

Cambodia, Philippines, Japan, Laos, Argentina, Mexico, France, Italy, Spain, Netherlands, Belgium, Albania, Serbia, Germany, Canada, USA, Turkey, Switzerland, Lebanon, Croatia, Paraguay, Iceland, Serbia, Cyprus, Greece

Junior Digital Marketing Manager

HNS GROUP - Sun City Shopping Mall | November 2020 - July 2021 | Cairo

- Create and execute digital marketing plans to enhance online presence, drive traffic, and boost sales.
- Oversee social media profiles, website content, email marketing, and online advertising campaigns.
- Engage with the online community, promote events, and implement customer loyalty programs to enhance the shopping experience.
- Monitor campaign effectiveness using analytics tools and adjust strategies based on data-driven insights.
- Create and execute digital marketing plans to enhance online presence, drive traffic, and boost sales.
- Effectively using search engine optimization (SEO)

Associate Product Manager

EFAHO Limited | London August 2019- October 2020

- Gained a solid understanding of the company's core operations, competitive advantages and goals to provide direction on how to structure, run, and grow the business.
- Assisted in implementing strategies for all faces of the business operation including marketing and logistics.
- Calculated and produced projected income statements and balance and spread sheets for each business model
- Conducted market research for potential products
- I gained a deep understanding of aligning product features with customer needs, using customer feedback and data-driven insights to enhance user experience and ensure product-market fit.