

FARASAT KIYANI

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ABOUT ME

I am a dedicated, adaptable, and enthusiastic professional with a solid background in customer service, administration, and support roles across fast-paced industries including healthcare, hospitality, and retail. Currently working as a Customer Retention Telesales Executive, I am skilled in communication, organisation, and team collaboration, with a passion for delivering exceptional service and contributing effectively to organisational success.

WORK EXPERIENCE

Customer Retention, Telesales Executive FEB 2026 – Present

- Re-engaged existing customers to secure recontracts and ensure continued service usage with BT Group and EE
- Delivered tailored retention offers based on individual customer needs
- Effectively handled objections to reduce churn and strengthen customer loyalty
- Achieved 250% of target, demonstrating exceptional sales performance and conversion ability
- Built and maintained long-term customer relationships

Virtual assistant (part time), Cosmicway Studio 2024 – 2025

- Managed scheduling and calendar coordination for client meetings, design reviews, and project deadlines.
- Handled email correspondence, ensuring timely responses to client inquiries and internal communications.
- Prepared invoices, tracked payments, and maintained basic bookkeeping records.
- Conducted online research on design trends, tools, and competitor brands to support creative projects.

Administrator, Lotus Tender Care Ltd 2021 – 2024

- Managed day-to-day administrative operations including scheduling, record-keeping, and client correspondence.
- Coordinate with healthcare professionals, residents, and families to ensure seamless communication.
- Maintain accurate, confidential records in compliance with GDPR and data protection regulations.

Retail Assistant, Spar Blakemore Drive 2020 – 2020

- Prepared inventory and newspapers for early store opening.
- Operated the cash register, restocked inventory, and maintained store presentation.
- Unloaded deliveries, replenished stock, and assisted customers with inquiries.

EDUCATION

UNIVERSITY OF HERTFORDSHIRE 2021 – 2022

Foundation Degree in Business Management and Marketing

OAKLANDS COLLEGE 2019 – 2021

Level 3 Extended Diploma in Cyber Security (Merit)

SKILLS

- Scheduling & Calendar Management
- Data Entry & Record Keeping
- Customer Service Excellence
- Team Collaboration
- Strong organizational skills
- Administrative Support & Office Management
- Problem-Solving & Adaptability

INTERESTS

- Chess (strategic thinking)
- Cooking (creativity and precision)
- Gaming (problem-solving)