

Fazilatun Khusbu

✉ fazilatunkhusbu3726@gmail.com ☎ +447404809476 📍 Ilford, London

📅 Working Rights (Full Time) 🔗 [linkedin.com/in/fazilatun-khusbu-85a737368](https://www.linkedin.com/in/fazilatun-khusbu-85a737368)

PERSONAL STATEMENT

Enthusiastic and adaptable individual with a passion for delivering exceptional customer service, contributing to charity initiatives, and leading teams effectively. Skilled in creating positive customer experiences, supporting team operations, and maintaining high service standards. Strong communicator with attention to detail, a proactive approach to problem-solving, and a flexible, ready-to-learn attitude.

EDUCATION :

University of Hertfordshire,
MSc Management with Digital Marketing

09/2024 – 09/2025
London, United Kingdom

WORK EXPERIENCE

McDonald's (FINCHLEY LIDO),
Customer Experience Leader (Front Manager)

04/04/2025 – Present

Great North Leisure Park, London

Gained hands-on experience in retail and customer service, ensuring customer satisfaction and being promoted to Customer Experience Leader. Developed strong teamwork, time-management, and communication skills while building positive relationships with colleagues and supporting smooth team operations.

Searcy's at the Honourable Artillery Company, Dietitian

13/12/2024 – 31/03/2025

Armory House City Road, London

Provided nutrition guidance and support to clients, ensuring dietary plans met individual needs and preferences. Assisted in assessing nutritional requirements, promoting healthy eating habits, and supporting overall wellbeing. Developed strong communication, teamwork, and time-management skills while maintaining high standards of care and client satisfaction.

KHB Securities Limited, Executive officer in customer service

03/2019 – 05/2024 | Dhaka, Bangladesh

Handled client inquiries and maintained professional relationships, ensuring high levels of customer satisfaction. Gained expertise in financial services, including securities and stocks, to provide accurate information to clients. Developed strong communication, time-management, and teamwork skills by efficiently managing multiple requests and collaborating with colleagues across departments.

SKILLS

Customer Service Excellence, Team Leadership & Teamwork, Communication Skills, Client Relationship Management, Problem-Solving & Proactive Approach, Creative & Artistic Skills

HOBBIES & INTERESTS

- Painting and creative arts
- Actively participated in **Art Camp Bijoy Bangla 2020**
- Exhibited work in the **International Online Art Exhibition, Khajuraho**
- Participated in **Exhibition: The Daughter of Beauty**
- Attended a **3-day Watercolor and Sketch Outdoor Workshop**

REFERENCES

Rubia Liu, Business Manager, McDonald's (Finchley Lido)
+44 7917 676956