



Breshna Khan

Passport: FP4792112

Date of birth: 03/06/1996

Place of birth: Peshawar, Pakistan

Nationality: Finnish

Sex: Female

CONTACT

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ABOUT MYSELF

Results-driven business graduate with 3–5 years of experience in the banking sector, combining strong organizational skills and junior leadership experience to drive operational efficiency and team performance. Proven ability to lead with clarity, communicate effectively across departments, and maintain high attention to detail in fast-paced environments. Recognized for being proactive, dependable, and solution-oriented. Currently seeking to advance my career in the field of digitalization, with a focus on leveraging technology to optimize and enhance customer experiences in health sector.

WORK EXPERIENCE

Danske Bank Helsinki, Finland

Customer service representative

19/11/2024 – Current

- customer service tasks via remote channels
- assisting personal customers on daily matters, for example with accounts, cards, payments and digital services

Muutto- ja siivouspalvelu Reipas Oy Helsinki, Finland

Office coordinator

01/02/2024 – 31/07/2024

- customer service
- assistance in HR tasks
- administration duties
- marketing and operational tasks

Forex AB Helsinki, Finland

Administrative assistant

25/03/2019 – 31/08/2023

- handled the sale of various currencies and Western Union money transfer services
- participated in marketing activities and served as the main cashier
- managed training tasks and reporting (AML, accounting, and sales)
- made decisions regarding AML matters and carried out supervisory tasks

Trainers' House Helsinki, Finland

Sales support assistant

21/04/2021 – 09/09/2021

- responsible for pursuing prospective client companies
- engaged in B2B marketing and sales
- contacting corporate executives by phone and arranging client meetings

Caddyboo Helsinki, Finland

Trainee

06/01/2020 – 31/07/2020

- conducting market research for both existing and upcoming products of the company
- participating in content creation, seeking influencers, collaboration institutions, and events for partnership projects

Nordic Business Forum Helsinki, Finland

Team leader

28/01/2019 – 25/10/2019

- the task of the Check-in team, led by me, was to create the best customer experience and ensure the smooth progression of the event
- responsibilities included advertising the job role, interviewing students, assembling and coaching the team
- before the event, Team Leaders underwent leadership training

EDUCATION AND TRAINING

● **Bachelor of Business Administration** Haaga-Helia UAS

LANGUAGE SKILLS

MOTHER TONGUE(S): Finnish

Other language(s):

Persian

Listening C2

Spoken production C2

Reading C2

Spoken interaction C2

Writing A1

English

Listening C1

Spoken production C1

Reading C1

Spoken interaction C1

Writing C1

Urdu

Listening C1

Spoken production C1

Reading A2

Spoken interaction C1

Writing A1

Swedish

Listening B1

Spoken production A2

Reading B1

Spoken interaction A2

Writing B1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user