

# Ahmed Ali

10+ years Customer Service and Quality Assurance experience, I have the ability to deal and manage unsatisfied customers ,Creative, resourceful and quick learner. Able to work with various programs and make reports.

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## WORK EXPERIENCE

### Customer Service Representative Longo's

04/2018 – Present

#### Achievements/Tasks

- Dealing with customers needs.
- Front-end Cashier.
- Managing Refunds and Returns.

### Boarding / Customer Service Pearson International Airport

03/2018 – 02/2020

#### Achievements/Tasks

- Processed passengers in a limited time.
- Communicated with unsatisfied passengers.
- Managed passengers with delays misconnections and cancel flights.
- Dealt with ten airlines in terminal 1 and 3. Booked and processed passengers to hotels.
- Wrote daily reports and incidents.

### Senior Quality Assurance Specialist Saudi Telecom Company

06/2012 – 07/2017

#### Achievements/Tasks

- Supervised technical field operation for 3 years.
- Organized and confirmed telephone and Internet service works stable to customers.
- Contacted and resolves unsatisfied customers.
- Managed weekly and monthly reports for the team achievements.
- Dealt with unsatisfied customers and managed to solve their issues.

### Quality Assurance Specialist Bank AlRahji

10/2008 – 06/2012

#### Achievements/Tasks

- Revised clients files when a banker opens an account.
- Organized documents that has to be approved from a manager.
- Making a reports for an incomplete documents.
- Helped the manager with some of his roles.

## SKILLS

Dedication

Integrity

Reliability

Organizational skill

Poise

Attention to detail

Team and service orientation

Positive Discipline

Problem solving skill

Punctuality

## EDUCATION

### Software Engineering Technology Centennial College

09/2019 – Present

### Ontario Secondary School Diploma City Adult Learning Centre

11/2017 – 06/2019

## ORGANIZATIONS

### ERICAN Community Association (01/2020 – Present)

Working with advance technology to achieve the goals of the community.

### East York Eritrean Association (01/2019 – 12/2019)

Helped new immigrants to settle. filling work permit, study permit and search housing. managed to arrange educational events.

## LANGUAGES

English  
Full Professional Proficiency

Arabic  
Native or Bilingual Proficiency

Tigrinya  
Limited Working Proficiency