

# Haider Ali

## Professional summary

A hardworking and motivated individual, with an ability to work individually and part of a team, gained excellent communication and interpersonal skills, via academic and employment career. I am a determined and dedicated individual who believes in continually improving and learning new skills. An influential team player, committed to achieving results through creativity, drive and enthusiasm. Strive to complete everything to the best of my ability and show full commitment to further increase knowledge and experience and utilise my skills by working within an organisation the offers full career opportunities. Highly motivated Building Construction Worker offering a tireless, team-orientated work ethic to all site activities. Delivering quality workmanship throughout by adhering to all safety guidelines while on the job site and loading and unloading of materials, tools, and equipment for optimal project productivity. Dependable and punctual construction team member bringing physical strength, superior work ethic and dedication to teamwork. Use both manual and heavy equipment methods to complete tasks.

## Work history

### HMRC (Civil service) – Project Support – West Midlands

April 2019 – Current

I have been in this role for two years, where I have developed a strong set of transferable skills that are most effective in working with projects. Examples are: being able to develop relations with different stakeholders; working effectively within a team and seeing a project through; managing different tasks at once as well as working against tight deadlines. My duties in this role consist off:

- Answering queries and offering support to stakeholders and the wider support team in relation to the projects.
- Responsible for interaction with other professional services areas to ensure their specific requirements are understood and the needs of the programme can be met.

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## Certifications

- Coding - Educated to a proficient level on the Python software for code. This gives me the ability to code using the Python Software which is mainly for Web and App development.
- Full UK Driving License
- SIA License - SIA Door Supervisor
- Achievements - Outstanding achievement award for English Literature (2012/13/14)
- Highly proficient user of MS Office (Word, Access, Excel, PowerPoint, and Outlook). Prince 2.

## Education

- PRINCE2 Practitioner – Project Management
- Level 4 - Business Administration
- Level 3 – Operational delivery
- Joseph Chamberlain Sixth Form College, Birmingham - Sept 2014 - July 2016  
A-Levels: Religious Studies B, Government Politics C, History C
- Saltley School, Birmingham - Sept 2009 - July 2014 - 9 GCSES at grades (A\*-C), 1A's, 3B's and 2C's

- Work collaboratively with the Senior Project Managers and the Project Leads to ensure the PMO processes are understood and consistently adopted.
- Complete the tracking and monitoring processes within SOLS to support the resolution of key issues and the reporting processes, such as archiving of files/mandatory learning/legal spreadsheets.
- Support the development of the project management community across SOLS HMRC.
- Provide vital support to Strategic litigation projects within SOLS by arranging meetings, developing swim lanes and spreadsheets.

### **Property Services - Property Assistant**

Edgbaston, Birmingham

July- 2018 – March 2019

- Polite, friendly, and professional phone manner.
- Undertake & manage various general maintenance tasks, include plumbing, electrical, carpentry.
- Carry out Portable Appliance Testing.
- Appliance testing Construct items of equipment.
- Able to work under pressure, to targets and to deadlines.
- Organised and a good attention to detail.
- Excellent written and verbal communication skills.
- Maintain associated computerized records.
- Able to build rapport quickly and easily with clients.
- Liaise with property agents and tenants to oversee concerns and issues with tenancy agreements.
- Assist with property management tasks arising from a large occupied mixed property portfolio.
- Provide general and high-quality administrative support, effective management of diaries.
- Deal with any enquiries and complaints and monitor customer service.
- Created processes and procedure for the Health & Safety of the tenants.
- Monitoring new prospective tenants referencing process and ensure that all documents for referencing process are received within targeted time frame.
- Ensure notices are received and responded in accordance to companies' practice.
- Ensure tenancy agreements are produced accurate upon sign up.

### **Purple Bricks - Central Property Expert**

Shirley, Birmingham

(Including English Language (B), Maths (C), Science & Additional Science (B))

### ***Skills***

- MS Office Professional (Word, Access, Excel, PowerPoint, and Outlook)
- Proficient in Urdu/Arabic
- Verbal communication skills
- Team player
- Quality workmanship
- Health and safety adept
- Calculations and measurements
- Excellent time management
- Well organised

January/2018 – July/18 (6-month contract)

- Assisting and facilitating with our vendor's needs
- Building meaningful relationships with both vendors and buyers
- Managing client expectations and escalating complaints where necessary
- Proactively carry out full marketing reviews on stock to identify areas of improvement and generate interest.
- Amending live adverts and advising on pricing, where necessary, to ensure the client's needs are met.
- Maximising opportunities to sell the full range of Purple bricks products and services.

### **HSBC – Customer service representative**

Central Birmingham

May/2017 – December/2017 (8-month contract):

- Acted as first point of contact for John Lewis Financial Services customers
- Checked on the status of customer accounts and track checks and payments.
- Reviewed and explained account charges.
- Assisted banking customers who are victims of fraud, theft or identity.

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### ***Voluntary work***

- **Birmingham City Boxing - September 2014 – Current:**

Gained experience as a coach for Boxing at a high-ranking amateur boxing club. This involved me encouraging students to set high targets. This role enhanced my organisation skills and required my full commitment and dedication.

- **Premium Fitness Birmingham – September 2019 – Current:**

One of my main passion is keeping fit, I attend gym daily and immensely enjoy Body Building. At premium fitness I take part in training individuals on powerlifting, how to perform lifts safely and accurately. This requires me to motivate and create the possibility for people to reach their full potential in the gym.

- **Saltley cricket academy:**

Gained experience as a coach cricket at Saltley Leisure Centre. This involved me encouraging students to set high targets and helping with study skills and preparation of exams. This role enhanced my organisation & leadership skills, also this role required a strong level of commitment as well as staying dedicated.

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**References**

References available upon request

