

ALI SHAH

C-11-03, VILLA ANGSANA, JALAN KRIAN
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OBJECTIVE

Seeking long term employment in an organization where I can grow professionally and further enhance my skills, knowledge and experience to face and overcome the challenges of today's changing work environment

EDUCATION

P.A.F Degree College, Peshawar Cantt

Matric (Computer Science) 2004

Ideal Grammer College Karachi

F.Sc (Pre Engineering) 2006

University of Karachi

B.A (English, Political Science. Education & International Relations) 2009

PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

Organization Name:	ALVIA Promotions
Project:	Telesales
Location:	Karachi Pakistan
Designation:	Executive Telesales officer
Tenure:	(Jan 08 – Sep 08)
Specific Field:	BPO

Responsibilities & Job description

- Identify opportunities, produce leads and book appointments for the sales force with the emphasis on high quality leads.
- Develop creative pitches and propositions aimed at specific industry sectors
- Proactively follow up leads generated from canvassing by the account managers
- Use of initiative to identify and follow up opportunities with companies who are not already on the database
- Manage the database to a high degree of accuracy to ensure targeted marketing activity can take place to generate new business
- Work closely with the marketing team to achieve sales objectives
- Negotiate commercial terms within set guidelines
- Attend monthly meetings with the Corporate Account Managers to update information and discuss any issues
- Liase effectively with all departments within Olive to ensure customer requirements are met.
- Contribute to the team performance by sharing and implementing Best Practice Ideas

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Organization Name:	Askari Bank Limited
Project:	Banking
Location:	Peshawar City
Designation:	Cashier
Tenure:	(Jan 09 – Jun 09)
Specific Field:	Cash

Responsibilities & Job description

- Offering excellent customer service to the Building societies members.
- Daily cash and cheque handling including foreign payments.
- Ensuring that the tills balance up at the end of the day.
- Arranging and generating appointments for the savings and mortgage advisors.
- Working effectively as part of a hardworking and customer driven team.
- Processing all incoming payments received by mail, fax and email.
- Handling all cashier related enquiries from customers.
- Process all Intercompany payments.
- Responsible for all VAT refunds on to clients accounts.
- Posting incoming payments and occasionally
- Answering VAT export queries.

Organization Name:	United Bank Limited
Project:	Banking
Location:	Peshawar City
Designation:	Management Trainee
Tenure:	(July 09 – Jan 10)
Specific Field:	Loan Department

Responsibilities & Job description

- Evaluation of loan applications and documentation by confirming credit worthiness.
- Improved loan applications and documentation by informing applicant of additional requirements.
- Rejection of loans by explaining deficiencies to applicants.
- Approval of loans by issuing checks or forwarding applications to loan committee.
- Completion of loan contracts explaining provisions to applicant; obtaining signatures and notarizations collecting fees.
- Helping customers by answering questions; responding to requests.
- Maintaining customer confidence by keeping loan information confidential.
- Updating of job knowledge by participating in educational opportunities reading professional publications maintaining personal networks; participating in professional organizations.
- Accomplishing bank mission by completing related results as needed

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Organization Name:	KIPS (Pakistan Central Superior Services Academy)
Project:	Educational Institute
Location:	Peshawar City
Designation:	Teacher
Tenure:	(Feb 10 – Nov 10)
Specific Field:	Education

Responsibilities & Job description

- Planning and preparing courses and lessons for Civil Services of Pakistan competitive examinations
- Teaching, according to their educational needs, the candidates assigned to him/her, Including the setting and marking of work to be carried out by the Candidates.
- Assessing, recording and reporting on the development, progress and attainment of candidates.
- Promoting the general progress and well-being of individual candidate and of any class or group of candidates assigned to him or her
- Providing guidance and advice to candidates on educational and social matters and on their further education and future careers including information about civil services of more expert advice on specific questions, making relevant records and reports
- Making records of and reports on the personal and social needs of candidates except in instances where to do so might be regarded as compromising a teacher's own position
- Communicating and consulting with the candidates for examination pattern
- Communicating and co-operating with such persons or bodies outside the Academy as may be approved by the employing authority and the Board of Governors
- Participating in meetings arranged for any of the purposes with bureaucrats to enlighten and share their experience with candidates

Organization Name:	Dyes Connection.com
Project:	Chemical Imports
Location:	Karachi Pakistan
Designation:	Assistant Manager Import
Tenure:	(Dec 10 – July 11)
Specific Field:	Education

Responsibilities & Job description

- Carrying out studies and business monitoring
- Permanent market monitoring (desk research)
- Collecting information abroad
- Preparing decision making
- Preparing the import buying activities (supplier database)
- Support the buying negotiations
- Following up the import buying activities
- Choosing service providers (insurance, logistics, financing etc)
- Insuring administration of operations
- Coordinating quality control / good business activities
- Producing messages integrating socio-cultural elements
- Constituting and maintaining a pluricultural network of contacts

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Organization Name:	SHAK – CHEM PVT LTD
Project:	Textile and Tanneries
Location:	Karachi, Pakistan
Designation:	Manager Import
Tenure:	(Aug 11 – Feb 12)
Specific Field:	Textile

Responsibilities & Job description

- Facilitate and coordinate the movement of customer shipments
- Accept customer booking
- Communicate shipment details with overseas offices
- Compile necessary information for Importer Security Filing and then file ISF
- Prepare necessary documents to file U.S. Customs Entries
- Create and distribute customer invoice
- Coordinate freight payment and freight release
- Track freight and coordinate the final delivery of product
- Motivate team to optimum performance through goal setting, coaching, communicating performance expectations, offering recognition and holding people accountable for results
- Develop and/or assist in staff training programs
- Project development and implementation of best practices
- Manage import quotation process

Organization Name:	SCICOM MSC BERHAD, KL, Malaysia
Project:	Fiber / ADSL Help Desk (SINGTEL)
Location:	Kuala Lumpur, Malaysia
Designation:	Executive Technical Support – Fiber /ADSL
Tenure:	(May 2012 – Till to date)
Specific Field:	BPO

Responsibilities & Job description

- Provided client support and technical issue resolution via E-Mail, phone and other electronic medium.
- Configured client's equipment to connect to the Internet via modem/DSL Router (Dialup/DSL customers only).
- Configured software to connect to Internet application servers.
- Provided training to clients in the use of system and applications as related to Internet.
- Obtained general understanding of OS and application operations related to company offered services.
- Identified or advised clients on operational issues in computer systems

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SPOKEN AND WRITTEN LANGUAGES

English

Urdu

Pashto

Persian

Hindco

Punjabi

Computer Skills

Microsoft Office

Computer Hardware Engineering

REFERENCES

References available upon request
