

# MUBIN ALI

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DOB: 29/11/1992  
97 Walter Street, Audley, Blackburn, BB1 1SU  
Mobile no: 07706675556 Email address: mubali7861@outlook.com

## Educational Achievement

Preston College (2011-2014)

Building Services Electrical – Pass

Blackburn College (2009 – 2012)

BTEC Level 1 and 2 in Business, Administration and Retail – Pass

Witton Park High School

Maths - B, English - B, Science - C, Religious Studies - C, History - C, IT/Business – B

## Work Experience

Stobart aviation (2022-2023)

- Complete processes and activities, in accordance with both CAA and DfT regulations and Airline(s), Airport(s) and company procedures.
- Perform accurate and efficient sortation of outbound passenger baggage.
- Take active involvement in all Aircraft Turnaround processes (including but not limited to aircraft arrival, baggage/cargo unload, baggage/cargo onload, cargo running, operations of ground services equipment ) as instructed by Team Leader.
- Safe and efficient operation of Ground Service Equipment.
- Regular preventative maintenance within the operational environment (including but not limited to removal of FOD, Ground Service Equipment checks/cleaning).
- Provide assistance and input to any baggage loading/unloading problems with accuracy and efficiency ensuring Team Leaders are advised.
- Work cohesively as part of the team so as to improve co-operation leading to the safety, efficiency and effectiveness of the operation.
- Collaborate closely and work together with other departments to ensure our customers receive a high standard of service.

Studio Retail Limited (2018 – 2021)

## Work involved:

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- Took inbound calls from customers and dealt with enquiries.
  - Responded to customers queries, whilst using the social media platforms, Facebook, Instagram and Twitter.
  - Contacted customers via Bazaarvoice and Trustpilot to ensure their feedback is taken on board.
  - Used various systems to navigate customers' accounts in order to resolve their queries.
  - Took feedback provided by management, to help improve my work performance, so that the customer is satisfied.
  - Monitored new staff by floor walking.
  - Was a member of the Fire Safety Team to ensure the correct protocols were adhered to in the event of a fire.
  - Kept up to date with company policies so that customers were accurately informed of changes.
  - Adapted to changes during the pandemic and worked from home.
  - Was eager to offer assistance during the busy period by doing overtime.

Convergys (2016 – 2018)

## Work involved:

- Taking inbound and outbound calls to deal with customers' vodafone contracts, for instance, broadband, starting a new contract or the termination of a contract.
  - Helped customers in finding the best suited deals for them.
  - Worked towards reaching my set targets and gaining commission.

Amazon Delivery Driver (Feb 2016 – Dec 2016)

## Work involved:

- Loading delivery vans with parcels in order of deliver addresses, so that deliveries could me made efficiently and and at a faster pace.
  - Abided by safety rules by wearing protective gear whilst in the warehouse and using safe lifting techniques when carrying a heavy load.
  - Making sure I was driving in a safe manner to ensure road users' safety and the protection of the fragile parcels.

Carphone Warehouse - Call Centre Adviser (Jan 2015 – March 2015)

### **Work involved:**

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- Taking inbound calls with regards to contracts.
- Using the Citrix system to access customers' account details.
- Dealing with payments.
- Acquiring knowledge of company products to inform customers and gain sales.
- Worked to meet targets.

National Advice Clinic (2013 – 2014)

## Work involved:

- Used Microsoft programs to produce, update and maintain records.
- Liaised with various departments.
- Sorted incoming and outgoing post.
- Worked towards set targets.

## Hobbies/Skills

- Microsoft programs e.g. Word, Excel
- Computer Skills
- Language Skills in English and Punjab
- Going on walks, trying new restaurants, travelling, learning new skills