

# 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 (2021-2014)

**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 Bizaarvoice 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' vodaphone 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