Ali Waseem

Contact # 056-3500165

DOB 02-Dec-1991
aliwaseem554@gmail.com
Nationality: Pakistani

Driving license:

UAE valid driving license

Visa status: Cancelled visa

Address: Al Rigga Dubai

Additional Skills:
Office management course
- Computer Skills
- Microsoft Office
- Siebel CRM
- Microsoft Outlook
- Office management
- Quality Assurance

Achievements:

Promoted as **Airport Customer Services agent**
Promoted as Supervisor Quality Assurance
Promoted as Team Leader Customer services
Appreciation Letter from SMCC
Best CCR of the Year 2015

Professional Summary

Create a job that serves my ambitions and allows me to serve my Company in the best possible way. Although, trying to work in a job that allows me to be creative and helps me to develop my skills. Customer Services. Quality Control. Leadership skills. Good Communication skills. Ability to handle multiple tasks. Ability to meet deadlines. Exceptional written and spoken communication and interpersonal skills. Team player and results oriented. Ability to work effectively across cultures and at all levels of the organization.

Work Experiences

Roads & Transport Authority, Dubai   2018 – Till date
Working as Customer Services Representative

Serving guests with required information about Dubai RTA services at airport.
Identify customer needs, clarify information, and research every issue, providing solutions or alternates.
Managing large number of inbound outbound calls in a timely manner.
Resolving customer complaints and queries regarding services.
Monitoring supply or demand of transportation in special events.
Follow office workflow procedures to ensure maximum efficiency

Emirates Global Aluminium, Abu Dhabi   2017-2018
Administrative Assistant

Composed internal memos and external correspondence for senior management and reviewed all documentation to eliminate errors
Coordinating office activities and operations to secure efficiency and compliance to company policies.
Supervising administrative staff and dividing responsibilities to ensure performance.
Keep stock of office supplies and place orders when necessary

Pakistan Telecommunication, Lahore Pakistan 2016-2018
Quality Assurance Supervisor

Collaborated with development team and reviewed technical specifications to create testing programs that addressed areas.

Oversaw on-boarding and training of new employees to promote qualified and well-coordinated quality assurance team.

Monitored testing processes, including test development and user acceptance testing.

Evaluated interactions between associates and customers to assess personnel performance and customer satisfaction.

Pakistan Telecommunication Company limited, Lahore

Operations Team Leader

Generating sales leads that develop into new customers Identifying and assessing customers' needs to achieve satisfaction.
Sat on new hire interviewing panel and made recommendations.
Set schedules and oversaw daily workflow.

Pakistan Telecommunication Company,   2013-2014
Customer Services Representative Call center
Dealing with customers by answering inbound calls, emails.

Answering inquiries or complaints about services such PSTN, IPTV, Broad band services.

Providing on call support to customer using different programs.

Communicate clearly and effectively with end user to quickly resolve customer issue and satisfaction.

Develop strong customer relationships and will be responsible to resolve queries of the customers through e-mail.

Education

University of the Punjab Lahore Pakistan	**2011-2013**

Graduation B.com IT.   (Attested by UAE embassy)

ICT College of Information Technology	**2007-2009**

Intermediate in Computer Science

Lahore Cantt Public High School	**2005-2007**

Metric Science Education

Professional Trainings Certificates

- Office management course in computer Sciences.
- Training of Creating Culture Superior Customer Services.
- Participated in two days Training of Trainers TOT collaborated by PTCL and Ovex Technologies.
- Participated in two days Training of Managerial Skills collaborated PTCL and Ovex Technologies.
- Attended one day Training of Best QA Practices collaborated by PTCL and Ovex Technologies.
- Training of Quality management system IS0 9001 2008 and six sigma.
- Training of Quality management system design and its auditing

Languages

- **English**

- **Urdu**

- **Hindi**

References

Will be provided if required.