

# ALIASGAR BHOPALI

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Dubai  
United Arab Emirates

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## WORK EXPERIENCE

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10 years of hands on experience in customer service functions working with Fortune 500 Companies across UAE and India. I have gained rich experience of handling various types of customers and excelling in customer satisfaction.

## SKILLS

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- Organizational and management skills
- Excellent time management
- Motivational skills
- Leadership by setting examples
- Ability to understand the problems of members in team
- Ability to empathize rather than showing sympathy

## EXPERIENCE

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### **Supervisor Airport Services at Emirates Airlines** **Dec 2009 – Present**

- Inspired each and every team member to perform and give their best.
- Determined the duties and responsibilities of individuals in a team.
- Analyzed the individual performance of the team and motivated them to perform even better.
- Reported any problem or fault to the Officer or Manager.
- Offer solutions to the top management regarding operation related queries.

### **Customer Support Officer at Mphasis & EDS Company Ltd.** **Jul 2007 – Sep2009**

- Handling all inbound calls routed to India from US for credit card information
- Resolving Customer Issues amicably
- Responsible for complete customer satisfaction
- Ensuring company policies and guidelines are followed.

### **Front Desk Representative at Efficacy Co Ltd. Pune, India** **Nov 2004 – Dec 2006**

- To attend and route all telephone calls based on requirements to the process owners
- To answer queries and resolve issues as a first level screening.
- To attend all walk-in clients and ensure that they have been directed to the responsible person regarding his query.

## EDUCATION

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- Poona College of Commerce and Arts** **Mar 2009**
- Bachelor of Commerce
- Burhani College of Commerce & Arts Mumbai, India** **Mar 2005**
- Senior High School
- Saifee High School Mumbai, India** **Mar 2002**
- High School

## PROFESSIONAL

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- Certification in Ramp Safety.
- Certification in Dangerous goods handling.
- Certification in Aviation Security.
- Certification in MARS and Amadeus Reservation System.

## COMPUTER SKILL

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- Well versed with MS Office applications
- Excellent with Windows 7, 8 and 10
- Excellent Typing Speed

## PERSONAL DETAILS

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Date of Birth	01 <sup>st</sup> Nov 1984
Marital Status	Married
Nationality	Indian
Passport no	T0661459
Expiry Date	18 <sup>th</sup> Nov 2028
UAE Visa Status	Employment

## DECLARATION

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I hereby declare that the above mentioned information is true to the best of my knowledge and belief and I bear the responsibility for the correctness of the above mentioned particulars.

**Date:**

**Place:**

**Signature:**