

ALIASGAR BHOPALI

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Dubai
United Arab Emirates

WORK EXPERIENCE

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

- 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

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

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

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

COMPUTER SKILL

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

PERSONAL DETAILS

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

DECLARATION

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: