

## Ali Akbar

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### Objective

In my pursuit of new opportunities, I am eager to embrace a dynamic and engaging role that allows me to leverage my diverse background and adaptable skills. Currently in a transitional phase, I bring with me a strong work ethic and a commitment to continuous learning. I am enthusiastic about contributing to the success of an organization and am excited about the prospect of making a positive impact through my unique blend of experiences.

### Skills

#### Core Skills

- Leadership & Team Management
- Complex Problem-Solving
- Technical Troubleshooting
- Strategic Planning
- Customer Service & Satisfaction
- Communication & Collaboration
- Process Improvement & Efficiency

#### Technical Skills

- Cloud Computing (AWS, Azure, Oracle)
- CRM & Customer Engagement Systems
- OS & Hardware Support
- Networking & Infrastructure

### Education

- Diploma in Rural Development, DRH India, Sikkim, India, 2001-2002
- Attended Methodist Degree College, India, 1994-1997

### Work Experience

#### Freelance IT Technical Support / Customer Service, 2018 -- Present

- Currently between jobs and seeking new opportunities.
- Delivered exceptional customer service for diverse clients.

#### Bright Network Internship Experience UK -- Technology, 2020 -- 2020

##### Neuron LLC

- Policy Management Executive, 2017 -- 2017
  - Strategically established and managed new insurance groups, expanding client base and revenue.
  - Navigated complex policy renewals, negotiating advantageous terms.
  - Streamlined policy management through collaboration with stakeholders.

### **Help Desk Executive, 2016 -- 2017**

- Resolved membership issues efficiently, maintaining high customer satisfaction.
- Guided customers through the online enrollment process.
- Managed Emirates ID registrations to ensure regulatory compliance.

### **Al Nisr Publishing LLC (Gulf News)**

- Editorial Assistant, 2007 -- 2014
  - Coordinated budgets and managed finances for editorial projects.
  - Updated editorial database to improve accessibility of information.
  - Provided support with photo research, and sourcing.

### **GE Consumer Finance**

- Process Associate, 2004 - June 2006
  - Resolved customer queries and delivered excellent service.
  - Supported store staff with transactions and payments.
  - Contributed to a smooth, streamlined customer experience.

### **Self Employed, 2003 -- 2004**

- Worked from home as a freelance teacher (private tutor) and computer technician on an ad hoc basis.

### **Humana People to People, Sikkim, India**

- Development Instructor, 2001-2002
  - Maintained and administered a pre-school.
  - Organized support classes for school children.
  - Researched five villages for school needs.
  - Worked with families of school-going children to identify mentors from their neighborhood.

### **FIT Hyderabad, India**

- Administrator, 1998-2000
  - Handled computer networking.
  - Maintained and serviced computer systems.
  - Overall office administration.

### **Addressing Employment Gaps**

Faced redundancy in 2014 leading to unemployment. Navigated intermittent employment from 2017 -- present due to evolving job market conditions. These experiences honed adaptability and resilience, allowing me to continue developing skills and experiences during career transitions.