



## MR. RAJA ALI

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**EMAIL:** Ali.shehzad460@yahoo.com

**NATIONALITY:** Pakistani

**VISA:** Residence Visa

**DRIVING LICENSE:** 4715207

## PROFESSION

- ❖ CALL CENTER AGENT
- ❖ FRONT DESK RECEPTIONIST
- ❖ ADMINISTRATIVE ASSISTANT
- ❖ OPERATION COORDINATOR
- ❖ CUSTOMER SERVICE REPRESENTATIVE
- ❖ DOCUMENT CONTROLLER

## PROFILE SUMMARY

Flexible Customer Service Representative offering 8 years of success in resolving customer concerns and inquiries. Versed in accurately documenting call details and preparing reports. Committed to providing helpful answers and relevant information to retain clients.

## EDUCATION

**Coventry University, England, UK – (2014)**

IFP – [INTERNATIONAL FOUNDATION PROGRAM IN BUSINESS MANAGEMENT]

**World-wide Collage, Jhelum, Pakistan – (2012)**

IELTS – [INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM]

**Post. Graduate Collage, Jhelum, Pakistan – (2010)**

INTERMEDIATE DEGREE – [A LEVEL]

## WORK EXPERIENCE

**MINTOFIXIT – AL AWEER, DUBAI**



OPERATION COORDINATOR / ADMINISTRATIVE ASSISTANT

- ✓ Provide direct assistance to customers over the phone, email, or chat. Resolve customer inquiries, complaints, and issues promptly and professionally.
- ✓ Process orders, changes, and cancellations accurately and efficiently. Ensure orders are fulfilled according to customer specifications.
- ✓ Maintain detailed records of customer interactions, transactions, comments, and complaints using CRM (Customer Relationship Management) software.
- ✓ Work collaboratively with technical team and customers to achieve goals and deliver excellent service.
- ✓ Identify and troubleshoot customer problems, finding effective solutions to meet their needs and ensure satisfaction.

**FLOSMART SOLUTIONS – DUBAI, UAE**



SCANNING & PRINTING OPERATOR

- ✓ Running scanning and printing equipment to perform tasks such as scanning documents, photos, or other materials, and printing documents based on job requirements.
- ✓ Ensuring the quality of scanned images and printed materials meets specified standards.
- ✓ Handling sensitive or confidential information appropriately during scanning or printing processes.
- ✓ Organizing and managing digital files of scanned documents or images.
- ✓ Meet deadlines and manage workload effectively.

**ZANJAN TECHNICAL SERVICES –DUBAI****DOCUMENT CONTROLLER & RECEPTIONIST**

- ✓ Inputting information into databases or spreadsheets accurately and efficiently.
- ✓ Assisting with administrative tasks such as preparing reports, presentations, and correspondence
- ✓ Maintaining physical and electronic filing systems, ensuring documents are organized and accessible.
- ✓ Ordering office supplies, ensuring equipment is in working order, and coordinating repairs when necessary.
- ✓ Responding to inquiries about the company, its products or services, and directing queries to the relevant departments.

**CAB CALL OUTSOURCE – UK****CAB/RIDE DISPATCHER**

- ✓ Allocate available taxis to pick-up points based on location, availability, and urgency of the requests.
- ✓ Coordinate with drivers to ensure timely response to customer requests.
- ✓ Provide information about fares, routes, and estimated arrival times.
- ✓ Monitor the location and status of taxis using GPS or other tracking systems.
- ✓ Handle emergencies or unexpected situations such as accidents, breakdowns, or traffic disruptions.

**TULIP HOTEL – PAKISTAN****FRONT DESK RECEPTIONIST**

- ✓ Greeting guests upon arrival, verifying reservations, and assisting with the check-in process.
- ✓ Taking reservations over the phone, via email, or in person, and inputting them into the hotel's reservation system.
- ✓ Collecting payment information, issuing room keys, and providing information about hotel services and amenities.
- ✓ Providing information to guests about hotel facilities, services, and local attractions.

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**RAJA SHEHZAD ALI****DECLARARTION:**

I declare that all the information mentioned above is true to the best of my knowledge and belief.