



MR. RAJA ALI

MOB: +971522757809

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.

RAJA SHEHZAD ALI**DECLARARTION:**

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