PERSONAL INFORMATION

AMMAR ALI HAIDER S/O SAJJAD ALI HAIDER

📱 +971554439118

✉ ammaralihaider11@gmail.com

| **Address:** Al-Fayha, Sharjah, UAE

I look forward towards a professional career with hands-on experience to groom and sharpen my management skills to become a useful member of the organization. I am strong believer in smart work and committed to excellence through learning and continuous improvement. I am result-oriented and equipped leader with strong analytical, problem solving and negotiating skills

WORK EXPERIENCE

Jan 2022-Present

Customer Service Representative (CSR)
TALABAT (CHAT AND EMAIL SUPPORT)

During working at this organization, I have been working on different skillsets and software like,

- Salesforce or Jira
- Learnt to maintain KPIs
- Professional way of doing live chats and calls
- And Many other commonly practiced skills

July 2021-Dec 2021

Customer Service Representative (CSR)

LIMRA SOLUTIONS, LAHORE

During my time at this organization, I have work on different software like:
- Back office Application (BOA)
- Hurrier
- Delivery Hero
- Salesforce

July 2019-Dec 2020

Customer Sales Representative (CSR)
OXYPHY SOLUTIONS LAHORE

List of Campaigns that I have been working on during my working experience:
- CAB Booking Campaign, USA
- Estimation Campaign, USA
- Freelancing work on Online Websites, USA and UK

EDUCATION AND TRAINING

Sep 2017-Nov 2021

BACHOLORS IN MICROBIOLOGY

70%

Lahore Garrison University (Lahore, Pakistan)
Core subjects: Fundamentals of Microbiology, Biochemistry, Cell Biology, Biotechnology, Soil Microbiology, Marine Microbiology, Agriculture Microbiology

Jan 2015- Oct 2016

INTERMEDIATE AND SECONDARY EDUCATION (F.SC Pre-Medical)

70%

Garrison Boys High School and Intermediate College (Lahore, Pakistan)
Core subjects: Physics, Chemistry and Biology

Nov 2012-July 2013

SECONDARY SCHOOL EDUCATION

90%

Government High School Rehmanabad (Dera Ghazi Khan, Pakistan)
Core subjects: Physics, Chemistry and Biology

Jan 2014-July 2015

OFFICAL CERTIFICATION IN COMPUTER APPLICATION, GOVERNMENT OF PUNJAB

95%

TEVTA (Lahore, Pakistan)
Core subjects: MS Word, MS Excel, MS PowerPoint, Corel Draw and many other similar software etc.

Jan 2014-July 2015

OFFICAL CERTIFICATION IN AUTOCAD, GOVERNMENT OF PUNJAB

80%

TEVTA (Lahore, Pakistan)
Core subjects: Introduction of AutoCAD, mechanical Designs in AutoCAD, Introduction to REVIT, Introduction to 3DMAX and its working

PERSONAL SKILLS

Mother tongue	Urdu, Punjabi			

Other language English .	Listening	Reading	Speaking	Writing
	Proficient	**Proficient**	**Proficient**	**Proficient**

Achievements and Awards

- Ranked in top 10 Position in TEVTA Exam for Computer Application
- Award of Excellence from Chairman of TEVTA at Expo Center Lahore
- Award of Academic Excellence from HOD at LGU

ADDITIONAL INFORMATION

References   Will be furnished on Demand.