

Bisma Ghazanfar Ali

Dubai, UAE.

+971-58-818-1412

Pakistani

21 September 1999

Bismali212@outlook.com



PROFESSIONAL SUMMARY

My current objective is to obtain a position that will fully utilize my skills and offer an opportunity for continued professional growth. I am looking to find a challenging job suiting and providing me with scope to expand my knowledge and enhance my experience.

AREAS OF EXPERTISE

- Creative & Strategic Thinker
- Problem Solving Aptitude
- Project Management
- Marketing
- Public Relations
- Learning Aptitude
- Customer Relations
- Staff Management
- Technological

Adaptability

ACADEMIC QUALIFICATION

London American City College

Bachelor of Business Administration

Dubai, UAE.

Pakistan Education Academy

High School Diploma

Dubai, UAE.

PROFESSIONAL EXPERIENCE

Expo 2020 Dubai (September 2021 – March 2022)

Customer Service (Front Desk)

- I was responsible for answering all customer inquiries and resolving consumer concerns.
- Maintaining solid customer relationships by handling questions and concerns with speed and professionalism.
- Responsible for managing customer expectations in delivering superior levels of service.
- Took great pride in ensuring positive overall customer experience.

Company Name- DU, Dubai

Designation- Customer Service Representative (November 2020 to July 2021)

Job profile: -

- Handling Inbound calls assisting to customer queries.
 - Handling day to day emails.
 - Serves customers by providing product and service information and resolving product and service problems.
 - Attracts potential customers by answering product and service questions and suggesting information about other products and services.
 - Opens customer accounts by recording account information.
 - Maintains customer records by updating account information.
 - Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
 - Recommends potential products or services to management by collecting customer information and analyzing customer needs.
 - Prepares product or service reports by collecting and analyzing customer information.
-

Nasar Leisure Lands

Dubai, UAE May 2020- August 2020, Assistant

Teacher

- Assist in a designated course or rotate between courses as needed throughout the day and week, working with students in small groups and one-on-one to help them learn concepts and complete projects.
- Work closely with the program directors, lead instructors and other to foster a fun, rewarding and positive learning environment.

Gitex Promotion- Samsung (Year 2018)

- ☐
- ☒ Stock shelves with products
- ☒ Assist the customers in selecting products.
- Demonstrate and explains product to the customer's

KEYACHIEVEMENTS

- quick learner with good communication skills.
- work on my own initiative or as a group member.
- generate ideas and adapt to practical means to overcome or avoid potential difficulties.

SKILLS

Technical Computing: MS Office Languages:

English, Urdu