



ZIARAT ALI



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Ziarat Malik (ziarat.malik@yahoo.com)

Professional Summary

A versatile, self-motivated, quick learner, with proven experience in Operational related clerical support task through coordination of diversified administrative service in different field like Software house, Telecom, Construction & Real Estate Industry. Skilled in Negotiation, Team Building, Team Handling, Online Support, Operations Managements, Document Management, Health and Safety, through the effective use of personnel and resources.

Educational Qualifications:

- International General Certificate in Occupational Health and Safety (**NEBOSH**) 2021 – 2021
NEBOSH Leicester- England
- **Master of Business Administration (Col-M.B.A.)** 2009 – 2011
AIOU Islamabad with collaboration of Commonwealth of Learning Canada
- **Graduation** 2002 – 2004
University of the Punjab, Lahore

Organizational Experience

Organization: Wood Tech Mobel, Lahore – Pakistan 

Duration: May 2020 to Feb 2022

Designation: Assistant Manager Reporting/Operations

Responsibilities:

- Assist to Manager regarding planning and implementing the organization strategy
- Controlling the Official Documents
- Coordinate with operational team and support them regarding organizational work
- Coordination with vendors related (Sales & Queries)
- CV Screening, Supporting to Manager for recruitment
- Preparing reports Daily, Weekly, Monthly, Quarterly, Yearly
- Email & Telephonic Coordination with internal and external Stakeholders
- Coordinate with marketing team regarding upcoming projects

Organization: Systems Limited, Lahore-Pakistan 

Duration: March 2019 to April 2020

Designation: Operation /Reporting Executive

Project Description: OneLoad-EP Systems

Responsibilities:

- Handling all kind of Official Documents, receiving, dispatching, scanning & Filing Accordingly
- Document Collection and maintaining retailer KYC with accurate data.
- Coordination with vendors related (Sales & Queries)
- Supporting Team members regarding all kind of issue
- Responsible of CV Screening, Supporting to Manager for recruitment & sales, operational, HR, Medical issues
- Preparing reports Daily, Weekly, Monthly, Quarterly, Yearly
- Email & Telephonic Coordination with internal and external Stakeholders
- FS Account Activation & Issues
- New Account Tagging, Conversion Consumer to Retailer, Account password rest



Organization: New Life Developers (PVT) Limited, Lahore – Pakistan
Duration: March 2018 to November 2018
Designation: Sales & Recovery Coordinator
Project Description: Gwadar Central (Real Estate –Construction)

- Responsibilities:**
- Maintain document control through digitally and review Project cash flows
 - Handling Customer Applications and related documents client wise and archiving accordingly
 - Customer Data Management (New Customer Creation/ Modification in Customer Relation Management)
 - Preparing reports based on analysis and presenting to management
 - Maintain updated records of all approvals & samples and marked in a document control sheet
 - Handling Operation Queries related Sales and Recovery, SMS Generation, CRM Payment updates
 - Assist the General Manager in General correspondences.
 - Ensure that our construction site all the documents are up to date
 - Other task as instructed by the General Manager



Organization: Malik Properties, Lahore – Pakistan
Duration: Sep 2016 to Feb 2018
Designation: Real Estate Owner
Project Description: Sales Purchase

- Responsibilities:**
- Always Stay up-to-date on market movements and property values to best assist clients
 - Positive and trustable relationship with clients
 - Final Price negotiation with customers on behalf of clients
 - Collect the required documents from vendor and buyers & Manage data accordingly
 - Provided best customer services support regarding customer queries related Sales purchase



Organization: du Telecom, Abu Dhabi – United Arab Emirates
Duration: March 2013 to July 2016
Designation: Sales /Operation Executive
Project Description: Providing Mobile services to Govt Sector/ Oil & Gas sectors

- Responsibilities:**
- Handled more than 150 accounts including Government, Oil and Gas and Banking & Finance Sectors regarding Mobile, data & fixed services
 - Fulfillment performance dashboard report and report to Sales Director.
 - Documents archiving and coordinating with Data Management team
 - Developed deep customers relationship at all levels, through intensive networking and providing best in class customer service.
 - Handling all kind of Official Documents & Customer Application with supporting documents, receiving, dispatching, scanning & Filing Accordingly
 - Coordinating with team and account managers regarding Operational queries
 - Reporting Daily Sales, Stock, activation, deactivation of Mobile & add-on, blocking/unblocking
 - Training for new employees & Daily Stock & day end reports



Organization: Telenor Pakistan, Lahore – Pakistan
Duration: April 2005 - March 2013
Designation: Data Managements Controller /Operations Executive
Project Description: Data Managements/Operation

- Responsibilities:**
- Controlling all kind of Customers Data receiving from all over the Pakistan
 - Archiving customer data, Scanning & Filling accordingly
 - Entering customer data in CRM as per CSAF, Document classification, sorting, filing and proper archiving.

- Performs document quality check in accordance to PTA (Pakistan Telecommunication Authority) document control procedures.
- Payment reminders to residential subscribers
- Processing internal and external requests related to subscriptions (activation / deactivation of add on, blocking/unblocking, termination etc.)
- Broad casting bulk collection SMS and promotions
- Coordinating with concerns stakeholders Internal/External Email handling (internal/external)
- Worked as point person of collection Team & Achieved the highest recovery percentage 96%.

Achievements

- I've achieved Certificate of Appreciation in January 2015 from Vice President of Du Telecom UAE.
- I've achieved 96% Collection achieving award in January 2012 of from TELENOR Pakistan.
- I've achieved Employee of the month Award of February 2012 from TELENOR Pakistan.
- I've achieved Employee of the month Award of May 2012 from TELENOR Pakistan.

Additional Skills

- Ability to work in a fast-paced environment to set deadlines
- Analytical skills & Ability to utilize tools,
- Excellent oral and written correspondence with an exceptional attention to detail
- Ability to work as Team Leader, Operational Support, Planning
- Passionate about work and positive approach System

IT Skills

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| • CRM (Customer Relation Management-Siebel) | Zoho CRM (Customer Relation Management) |
| • CAM (Customer Account Maintenance) | BSCS (Business Support and Control System) |
| • ERP (Enterprises Resource Planning) | VAD (Voucher administration) |
| • Tracker & Share Point | Win Cash (Sale CDR Express (Call detail) |
| • Support Toll) Windows XP, 7 to 10 | MS Office Internet (etc.) |

Languages

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|----------|-------------------------------|---------|-------------------------------|
| English: | Fluent; read, write and speak | Urdu: | Fluent; read, write and speak |
| Punjabi: | Fluent; read, write and speak | Arabic: | Beginner; Read, Write & Speak |

Personal Information

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|----------------|---------------|
| Father Name: | Ghulam Rasool |
| Religion: | Islam |
| Date of Birth: | 9 Jan 1980 |
| Nationality: | Pakistan |
| Passport#: | FT1801963 |
| Visa Status: | On Visit Visa |

Availability Earliest start date: immediately