



# NIZAMUDDIN BHATTI

## DETAILS:

### Address:

Al Satwa Dubai, UAE

**Mob:** +971-586349301

### Email:

bhattinizamuddin@yahoo.com

**F/Name:** Mumtaz Ali

**DoB:** 25-03-1993

**Driving License:** LMV(A)-3

**EID:** 784-1993-7443996-8

**Visa Status:** Freelance

**Gender:** Male

**Marital Status:** Married

## QUALIFICATION:

**Bachelors in Information**

**Technology** from University of  
sindh, Jamshoro in 2014 with  
**3.33 CGPA.**

## Skills

- Ms Office
- Communication.
- Leadership.
- Organizational.
- Customer Service.
- Collaboration.
- Problem-Solving.

## Languages known:

ENGLISH, URDU, SINDHI, HINDI

## References:

Will be provided if required

**(Can join immediately)**

## SUMMARY

Experienced and reliable customer service officer with extensive experience providing assistance in a busy call center setting. Detail-oriented and organized professional with 8 years of experience in updating the company database, digitizing physical records, and preparing periodic reports while supervising, training, and motivating the team to produce high-quality data. Proficient in MSOffice with typing speed of 35WPM.

## DUTIES AND RESPONSIBILITIES

**Al Futtaim Group, Dubai, UAE**

**Coordinator Nov 2023 – Present**

- Managing the shared fleet mailbox for all incoming enquiries, transfers and off hire requests.
- Processing cross hire orders for new vehicle hires and generating charges within the invoicing system, and coordinating off hire requests

**Canon, Dubai, UAE**

**Merchandiser July 2023 – Oct 2023.**

- Demonstrate and provide information on promoted products/services.
- Create a positive image and lead consumers to use it.

**C3 Edenred payroll, RAK Bank Dubai, UAE**

**Customer Service Representative/VAS Officer (B2C) Mar 2023 – June 2023.**

- Developing the mobile app (Remittance, Micro loans & mobile top up).
- Increasing the number of money transfer facility users through mobile app.
- Ground level marketing activity and presentations for all the clients.

**Amazon Fulfillment Center, DXB5, UAE**

**Warehouse Associate Oct 2022 – Feb 2023.**

- Efficient binning, picking, sorting & counting of products against set customer targets.
- Checking of outbound shipments for product codes, quantity & product condition.

**VR Park, Emaar Entertainment, The Dubai Mall, Dubai, UAE**

**Customer Service Representative Feb 2022-Sep 2022**

- Sell tickets and collect fees from customers, Operate, drive, or explain the use of mechanical riding devices in amusement parks, carnivals, or recreation areas.
- Verify, collect, or punch tickets before admitting patrons to venues such as amusement parks and rides.
- Direct patrons to rides, seats, or attractions.

**Bibi Aseefa Dental College, SMBB Medical University Larkana**

**Admin Assistant May 2017 – Nov 2021**

- Insert candidate and account data by inputting text based and numerical information from source documents within time limits.
- Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry.
- Scan documents and print files, when needed.

**Pakistan Telecommunication Authority, Head Quarter Contact center, Karachi**

**Call Center Agent Sep 2015 – Apr 2017**

- Handle many inbound and outbound calls to customers and clients.
- Identify the needs of customers, resolve issues and provide solutions.

**Beena Emirates construction LLC, Dubai, UAE**

**Document Controller May 2015 – Aug 2015**

- Copy, scan and store documents, Check for accuracy and edit files.
- Retrieve files as requested by employees and clients.