



NIZAMUDDIN BHATTI

DETAILS:

Address:

Al Satwa Dubai, UAE

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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 Data

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.