

Ziyaullah.

Mobile number: 33866218

Email Address: ziyaullahzia@gmail.com

PERSONAL SUMMARY: Self-motivated person with proven competency in resolving a wide range of product and service issues speedily and satisfactorily exceeding customers post and needs with energetic follow-up. Maintaining composure while handling challenging customer's demands learning new processes from beginning to end. Willingness to learn and achieve extra-mile goal.

PERSONAL INFORMATION: Birth date: 01 January 1993.

Nationality: India

Residence Country: Qatar – Doha.

WORK EXPERIENCE: Total Years of Experience: 5 years, 6 months.

Document Administrator at Al Sraiya Holding Group.

September 2020 – August 2021. Doha – Qatar.

Managing all the documents of company letters and other documents, working on all government sites like MOI, ADLSA etc. Renewing the QID's of all companies and other branches of company, Typing letters in Arabic English as needed and translating the documents, Applying for Sponsorship change on ADLSA, and managing all the online works, payments related to government.

Customer Relation Officer (Secretary) at Albaqali Automatic Doors

February 2019 - August 2020. Doha – Qatar.

Maintaining a positive, empathetic and professional attitude toward customers at all times. Responding promptly to customer inquiries and communicating with customers thorough various channels. Acknowledging and resolving customer's complaints. Selling the products, spare parts processing office related orders, Forms, Quotations, Applications and Invoices and following up the mails. Keeping records of customer interactions, transactions, comments and complaints. Communicating and coordinating with colleagues as necessary ensuring customer satisfaction and providing professional customer support, making appointments with clients. Resolving the queries and complaints of customers and providing professional customer support, preparing and managing reports and documents. Organizing and coordinating meetings, conferences and travel arrangements implementing and maintaining office systems schedules and calendars arranging and confirming appointments. Organizing internal and external events handling incoming emails, maintaining document management systems in database. Communicating verbally and in writing & answering inquiries of clients.

Customer Care Representative at Ison BPO International July 2017 - June 2018 Delhi – India. Communicating with B2B, B2C and dealing with the corporate manufacturers selling the services of India's largest online Marketplace IndiaMart. Problem handling of the customers providing them excellent services assisting, solving their problems and resolving their queries helping them to grow their business by the services of IndiaMart.

**Admin Executive Secretary at Saudi Heart Hospital
July 2015 - June 2017 Riyadh – Saudi Arabia.**

Dealing the customers and managing the Hospital and Pharmacy requirements checking medicine and ordering medicines collecting payments by cash debit and credit cards, managing customers' requirements through all channels. Taking inventory of all medication and pharmaceutical supplies. Processing sales transactions for medications and other pharmaceutical supplies. Directing all questions relating to prescriptions, health matters, or medications to the pharmacist. Answering all incoming telephone calls in a professional manner. Restocking shelves with medications and other pharmaceutical supplies. Accurately typing and printing out prescription labels. Attending to emails and fax messages. Ensuring that work areas are well organized.

EDUCATION:

**Bachelor's degree / Arabic Language at Jamia Alia Arabia.
India – Lucknow June 2014.**

Completed Bachelor's degree in Arabic Language from Jamia Alia Arabia Mau Uttar Pradesh India.

**Diploma /Arabic at Uttar Pradesh Board of Madrasa Education.
India – Lucknow.**

Completed Intermediate from Uttar Pradesh Board Of Madarsa Education Lucknow India.

**High School English Hindi at National Institute of Open School
India – Delhi.**

Completed High School from National Institute Of Open School New Delhi India.

**Computer Course at Access Computer Institute
India – Lucknow.**

Completed Computer Course Certificate (MS OFFICE) from Access Computer Institute.

**CERTIFICATION: The Fundamentals of Digital Marketing. By Google
Digital Garage, The Open University. Issued in: August 2019.**

SKILLS:

Communication Skills, Foreign Languages, Decision Making, Teamwork
Self-Motivation, Adaptability Creativity, Timelines Problem Solving
Empathy Clear Communication, Positive Attitude, Attentive Listening
Willingness to Achieve Extra-mile, Calm under Pressure Patience
Customer Satisfaction Organization Flexibility
Friendly Attention to Detail, Leadership Conflict Resolution, Time
Management Ability to Work under Pressure mail outlook, receptions
office administration marketing negotiation.

LANGUAGES:

English / Level: Expert.
Arabic / Level: Expert.
Hindi / Level: Native Speaker.
Urdu / Level: Native Speaker.
