

ALI SAJID MIR

95 Shershah Block, New Garden Town, Lahore Pakistan
(Mobile) +92300-4589872
Email: alimir538@gmail.com

CAREER OBJECTIVE

To become a good customer relation representative with an aim to achieves customer satisfaction and surpassing company expectations by utilizing my diverse skills and potential in management and public relation.

PERSONAL PROFILE

- An experience candidate with 3-years exposure in customer service tasks
- Fluently speak English and Arabic
- An excellent team player with a good problem solving and listening skills
- Possess exceptional ability to build productive customer relationships, resolve complex issues and win customer loyalty.
- Acknowledged for unwavering commitment to provide exceptional customer service.

WORKING EXPERIENCES

- **Customer Service Representative** 2009 – 2011
FedEx SMSA Express, KAUST, Jeddah, Kingdom of Saudi Arabia
 - Provided exceptional front house service to all customers and creating a positive first impression
 - Furnished shipping and tracing information to customers as required and maintain damage records and back-order logs
 - Maintained a good working relationship with customers by responding to all inquiries and complaints concerning work-orders, invoices, shipment in courtesy and efficient manner
- **Shipping Coordinator** Jun 2008 – Dec 2008
Al-Sawani Group, Jeddah, Kingdom of Saudi Arabia
 - Involved in all process of shipment documentation and coordination
 - Performed administrative duties, data entry and documentation filing
 - Planned, developed and implemented cost-effective shipping procedures to handle a business growth
 - Logged all completed orders into database for tracking and reporting purposes

- **Customer Care Representative**

Volcano Group Call Centre, Lahore, Pakistan

- Responded to all telephone calls in a quick and courteous manner
- Interfaced with customers on phones and answered questions regarding website, products, pricing, delivery dates and technical information
- Effectively resolved problems related to customers requests

- **Customer Relationship Officer**

Cash Line Department, United Bank Limited, Lahore, Pakistan

- Consulted with customers regarding bank products and services
- Handled customer inquiries, complaints and billing questions and effectively resolved customer issues
- Prepared correspondence and performed various other clerical and administrative duties for Finance Department
- Consistently met established productivity and quality standards set by the department

ACADEMIC QUALIFICATION

- **Bachelor of Arts** 2007
Punjab University
- **Intermediate (Computer Science, Economics and Psychology)** 2005
Lahore Board
- **S.S.C. Examination** 2003
Lahore Board

ADDITIONAL INFORMATION

- Computer literate with a diploma in Microsoft Word and Excel
- Excellent writing and communication skills in Urdu, Arabic and English
- Represented college and schools for cricket and football team
- Enjoy travelling, making friends, listening to music and sports

REFERENCE

Available on request