



Asif Ali

CUSTOMER SERVICES OFFICER

ABOUT

Qualified & Experienced Customer Services Supervisor, An enthusiastic, dedicated, self motivated and reliable professional seeking Opportunities based on my professional experience, knowledge and solution oriented management skills. Extensive experience of more than 14 years in Customer Services supervision, Operations management, Data Analysis and Administrative work.

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asifali869@hotmail.com
Doha, QATAR

Personal Details

Date of birth: 01 January, 1984
Gender: Male
Marital Status: Married
Father Name: Ibrahim Gul
Nationality: Pakistani

Passport Details

Passport No: GL1796874
Date of issue: 16 December,2020
Date of expiry: 15 December,2025

Computer Skills

- MS Word
- MS Excel
- Emails

Languages

- English
- Arabic
- Urdu
- Hindi
- Pashto
- Panjabi

Education

- **M.A Political Science**
(University of Peshawar) - 2010
- **Bachelor of Arts**
(University of Peshawar) - 2003
- **F.A**
GHSS (BISE Peshawar) - 2001
- **S.S.C**
GHS (BISE Peshawar) - 1999
- **PTC Primary Teaching Certificate**
(Allama Iqbal Open University Islamabad) - 2002

Experience

Arab Travel and Tourism Doha Qatar Customer Services Officer Dec, 2023

- Providing excellence service to customers, ensuring that customer satisfaction
- Manage large amounts of incoming phone calls
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

key Skills

- Team Building
- Problem Solving
- Communication
- Technical knowledge
- Active Listening
- Decision Making
- Lead by Example
- Resourcefulness
- Positive Attitude
- Customer Advocacy
- Conflict Resolution
- On Job Training
- Self Control
- Time Management

References

Hayat Khan

Managing Director
New versal trading and contracting
Doha Qatar
Cell # +974-55881255

Umar Khan

General Manager
New versal trading and contracting
Doha Qatar
Cell # +974-70334242

Acknowledgment

New Versal Trading & Contracting Company Doha Qatar

Marketing Officer

Dec, 2022 – Nov, 2023

- Developing strategies and tactics to boost the company's reputation and drive qualified traffic
- Deploying successful marketing campaigns from ideation to execution
- Experimenting with various organic and paid acquisition channels
- Deploy successful marketing campaigns and own them implementation from ideation to execution
- Produce valuable and engaging content for our website and blog that attracts and converts our target groups
- Analyze consumer behavior and adjust email and advertising campaigns accordingly

Menzies Aviation Peshawar International Airport Pakistan

Customer Services Manager

Jul, 2007 – Dec, 2022

- Overseeing the customer services teams
- Training and managing Customer Service Assistants and Representatives
- On-boarding and training new employees
- Setting customer satisfaction targets and working with the team to meet targets consistently
- Interacting with customers daily by answering their questions and direct them to the appropriate service for their needs
- Creating customer loyalty programs to increase revenue and improve client retention
- Staying updated on developments in the customer services field
- Establishing customer service policies and procedures

Shaheen Airport Services Peshawar International Airport

Pakistan | Customer Services Agent

Jul, 2004 – Sep, 2007

- Providing excellence service to customers, ensuring that customer satisfaction
- Check Visa validity, Passport expiry and travel regulations
- Asked security questions from passengers about baggage and hand carry
- Issue boarding card and baggage tags
- Boarding announcements in English, Urdu and Pashto
- Boarding cards feeding in system at boarding gate
- Maintaining a positive, empathetic, and professional attitude
- Responding promptly to customer inquiries
- Acknowledging and resolving customer complaints
- Keeping record of customers interaction, transactions comments and complaints

I Asif Ali hereby declared, that the information furnished above is true to the best of my knowledge and belief.

Place: Doha QATAR

(Asif Ali)