



Ali Abbas

Sales Manager – CodWeb Digital Marketing

Dedicated and experienced Customer Service Representative with over 12 years of expertise in delivering exceptional customer support across diverse industries. Known for resolving complex issues efficiently, maintaining high customer satisfaction, and fostering loyalty. Skilled in handling high-volume calls, managing customer accounts, and utilizing CRM systems to streamline communication.

Skills & Strengths

- Fair Presentation
- Communication & Interpersonal Skills
- Market Research & Data Analysis
- Project & Time Management

Experience - 12+ years

Sales Manager

CodWeb - Dubai, United Arab Emirates | Aug 2024 - Present

Book keeping and data entry on Quick books Online

- Business Development
- Sales leads generation and reporting
- Data recording o

Assistant Manager

BANK AL HABIB LTD - Lahore, Pakistan | Mar 2012 - Jul 2023

Results-driven banking professional with 12 years of experience, served as an Assistant Manager. Demonstrated expertise in customer relationship management, branch operations, and regulatory compliance, consistently meeting financial and service targets.

Customer care representative

MOBILINK PAKISTAN - Lahore, Pakistan | Jan 2010 - Feb 2012

Customer Service Representative

Mobilink (now Jazz Telecom)

January 2010 – February 2012

- Delivered exceptional customer support, managing high-volume inquiries and resolving issues to enhance customer satisfaction.
- Successfully maintained a 95%+ customer satisfaction rating by providing quick, effective solutions.
- Collaborated with team members to streamline customer service processes, improving response time by 20%.
- Trained new customer service agents, ensuring adherence to company standards and best practices.

Contact Info

Dubai

United Arab Emirates

alyabbass181@gmail.com

Mobile: +971 552347567

Own UAE Resident Visa

Education

SUPERIOR UNIVERSITY

Lahore / MBA

HR and MARKETING (2010)

2.5 GPA

Certifications

- IELTS

Languages

- Urdu - Native
- English - Fluent

Hobbies

- Cooking/Baking
- Reading Books
- Exercise

Credit Card Sales Executive

CITI BANK N.A - Lahore, Pakistan | Jan 2006 - Dec 2006

Credit Card Sales Representative

Citi Bank

January 2006 – December 2006

- Promoted Citi Bank's credit card offerings, successfully meeting monthly sales targets and contributing to overall customer acquisition goals.
- Developed and maintained strong customer relationships.
- Consistently exceeded sales goals by providing exceptional product knowledge .
- Conducted market research to identify potential clients, contributing to a 15% increase in new credit card enrollments during my tenure.