

ALI RAZA



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A Dubai, United Arab Emirates

V Status: Visit Visa

OBJECTIVE

To pursue my career as a member of a team in a well reputed and dynamic organization that has the potential to unearth individual excellence and where my advanced educational abilities and previous experience can be effectively utilized.

EXPERIENCE

01/03/2023 - 31/01/2024

Mobilink (Telecommunication Company, Pakistan)

Sales Customer Service Representative

- Conversion of other network users to the company network.
- Resolve customer complaints via phone, email or social media.
- Technical Support.
- Assist with placement of orders, refunds, or exchanges.
- Take payment information and other information like address and phone numbers
- Record keeping.

01/01/2022 - 15/02/2023

Chase Up Mall (Multan, Pakistan)

Retail Customer Service Executive (Order Maker)

- Picking the items as per customer demand
- Sending replacement if item not available.
- Packing items in good manners.
- Stay up-to-date with new products/services
- Inform customers about discounts and special offers
- Following safety and hygiene procedure while preparing customer orders

COMMUNICATION

Good speaking competencies for English, Urdu, Hind, Punjabi, Saraiki and Chinese Language.

PTE Score : Overall 62 equivalent to 6.5 Band

IELTS Score : Overall 6 Band

EDUCATION

B.Sc. (Hons.) Agriculture

(Food Science and Technology)

MNS-University of Agriculture,
Multan (Pakistan)

09/10/2018–19/07/2022

CGPA-3.80/4.00

SKILLS

- Team Leadership
- Proficient in MS Office
- Basic computer literacy skills
- Efficient and energetic with communication presentation and team building skills
- Creative problem solving
- Organizational skills
- Time Management.
- Strong work ethics
- Team Work
- Adaptability

AWARDS

- Highfield Level 4 International Award in HACCP Management for Catering. **Distinction** Certificate No. **HAC7784926**
- Merit Scholarship Winner during graduation