



# LIAQAT ALI

## CUSTOMER SERVICE MANAGER

### My Contact

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📍 Dubai

### Languages:

- Arabic
- English
- Hindi
- Pushto
- Persian

### Skills & Expertise

- Proficient in **Microsoft Office** ;Word, Excel, PowerPoint and Access. Excellent Communication Skills
- Analytical & problem solving skills
- Positive attitude and image – Collaborative and flexible. Active listener – Articulate. Strong problem solving. Good judgment, prioritizing.
- Effective interaction with people of different ages and cultures.

### About Me

A dynamic and professional individual with diversifies 20+ years of valuable experience in Customer's Services Management. Exposure of working with different clients, warehouses and logistics department from different parts of the world. I have also worked with different Industries across London & Asian Countries. Ability to work independently or in a team with effective communication, problem solving and interpersonal skills, together with a result-driven attitude.

### Professional Experience

#### Real Estate Business , Pakistan | August 2018 – Present

- Sales skills: proven track record of closing deals and exceeding sales targets
- Negotiation skills: ability to effectively negotiate terms and condition with clients and colleagues
- Market Knowledge: in depth understanding of local real estate markets and property values
- Client Relationship Management: excellent interpersonal skills and ability to build strong relationships with clients

#### South Gloucestershire Council, United Kingdom Customer Services | November 2016 – June 2018

- Processed and renewed driving licenses for various categories
- Provide exceptional customer service to clients, resolving inquiries and complaints.
- Ensured compliance with driving license regulations and standards
- Maintained accurate records and generated reports.

#### Medina dairy , United Kingdom

##### Supervisor | June 2015 – November 2016

- Received, stored and shipped dairy products, including milk and yougurt
- Operated forklift to move and store products
- Maintained accurate inventory records
- Ensured compliance with food and safety regulations

#### Hermes , United Kingdom

##### Dispatch Management | April 2015 – July 2015

- Delivered parcel efficiently and timely
- Provide excellent customer services, resolving customer inquiries and complaints
- Performed basic vehicle maintenance and report any issues

## Education Background

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- Graduated in IT from Iqra University Peshawar | 2003

### **Pak Turk Power Energy Pvt Ltd , Pakistan**

#### **Customer Services Manager | May 2012 - December 2015**

- Led and manage a team of customer services representatives, ensuring high level of customer satisfaction and service quality.
- Arranged meetings internal and external b 2 b and with government officials.

### **Taste of China, United Kingdom**

#### **Customer Services Manager | April 2010 - December 2012**

- Oversaw and managed all aspects of customer services operation
- Developed and implemented customer service strategies to improve customer satisfaction
- Led and motivated a team of customer service staff providing training and coaching
- Handled customer complaints and resolved issues effectively

### **Amani International , United Kingdom**

#### **Supervisor | February 2008 - March 2010**

- Oversaw and managed all aspects of warehouse operations, including inventory management , stock control and logistic
- Led a team of staff, assigning tasks and responsibilities
- Coordinated inbound and outbound shipments, ensuring timely delivery of products
- Adhered to health and safety regulations and created a safe environment

### **jSainsbury , United Kingdom**

#### **Checkout Supervisor | March 2006 - January 2008**

- Led and motivated a team of checkout operator, ensuring efficient operations
- Provided exceptional customer services, resolving customer inquiries and complaints.
- Overseen cash handling procedures, ensuring accurate reconciliation
- Assisted with store management tasks, such as stock control and pricing.

### **Tesco Eastville, United Kingdom**

#### **Customer Services Assistant | March 2004 - March 2006**

- Provided exceptional customer services, addressing inquiries, resolving complaints
- Accurately processed cash and card transactions, ensuring accurate checkout procedures.
- Demonstrated strong problem solving skills and resolving customer issues promptly,

**References will be furnished upon request.**

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