



PROFESSIONAL SUMMARY

A Challenging career in a dynamic and progressive organization to utilize and enhance my qualification, skills and abilities to benefit the organization and myself career

EDUCATION

2011 - 2013

Bachelor of Commerce (BCOM)

Federal Urdu University of Arts, Science and Technology / Pakistan, Karachi

SKILLS

- Graphics Design Skillful
- Creativity Experienced
- MS Office Expert
- Communication Expert
- Problem-solving Expert
- Teamwork Expert
- Leadership Expert

COURSES

2006

Certificate in Information Technology

2004

Hardware Maintenance & Networking

2007

Basic Refrigeration & Air Conditioning

EXPERIENCE

2017 - 2024

Examination Assistant

Hutchison Port (SAPT) / Pakistan, Karachi

- Conduct thorough inspections and examinations of cargo and containers.
- Verify and prepare documentation related to cargo examinations.
- Maintain accurate records of inspections and findings.
- Coordinate with customs officials, shipping agents, and stakeholders.
- Ensure compliance with customs regulations and safety protocols.
- Generate detailed reports on examination activities and outcomes.
- Assist in resolving issues or disputes related to cargo examinations.

2014 - 2017

Final Report Analysis

Bhombal & co (KICT) / Pakistan, Karachi

2010 - 2013

Customer Support Executive

PTCL Contact Centre / Pakistan, Karachi

- Answer inbound customer calls
- Provide customer support through phone and chat
- Serve as a point of contact for customer support and complaints
- Proactively identify, investigate, and resolve recurring customer support issues
- Maintain appropriate files regarding each customer interaction
- Communicate to customers during outbound phone calls

2010

Computerized Accounting & Advance Excel

HOBBIES

- Video games
- Photography
- Traveling
- Bike riding
- Reading

PERSONAL INFO

- Date of birth: 5 May 1984
- Father Name: Hameed Akhter Siddiqui
- Religion: Islam
- Marital Status: Married
- Passport #: BF1850063
- UAE Visa validity: August 2026

2007 - 2008

Business representative
Promotion Films/Images / Pakistan, Karachi

- Contact potential clients through cold calls and emails
- Present company to potential clients
- Identify client needs and suggest appropriate products/services
- Build long-term trusting relationships with clients

2006 - 2007

Computer Operator
Hyder Bhimji & Co / Pakistan, Karachi

- Monitors and manipulates daily system jobs
- Provides data by operating a computer
- Performs defined tasks per documented instructions/processes
- Makes appropriate changes to the documentation, as needed
- Troubleshoots malfunctions
- Resolves user problems by answering questions and requests

2004 - 2006

Computer Operator
Alex Marine Pvt Ltd / Pakistan, Karachi

- Provides data by operating a computer
- Performs defined tasks per documented instructions/processes
- Makes appropriate changes to the documentation, as needed
- Troubleshoots malfunctions
- Resolves user problems by answering questions and requests