



CONTACT

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EDUCATION

- Certificate Of Higher Education
Pakistan August 2019
- Certificate Of Secondary School
Pakistan -July 2017

LANGUAGES

- English (Fluent)
- Urdu (Fluent)
- Arabic (moderate)

PERSONAL DETAILS

- Date Of Birth
06 July 2001
- NATIONALITY
Pakistani
- MARTIAL STATUS
Unmarried
- VISA STATUS
Resident(currently in dubai)
- GENDER
Male
- RELIGION
Islam

SAFEER ALI

“The greatest thing in this world is not so much where we stand, as in what direction we are moving” (Oliver Wendell Holmes)

PROFESSIONAL SUMMARY

Seeking a challenging yet rewarding role where I can use years of experience providing fast accurate and empathetic support to customers
Helping customers to resolve issues and cultivating positive image
Extremely dedicated and team oriented

SKILLS

- Customer Services
- Adaptability
- Clear communication skills
- Effectiveness
- Empathy
- Willing to improve
- Self-control

➤ WORK HISTORY

Customer service agent (Dubai International Airport)

May 2023, Present

- Greeted customers with warmth and enthusiasm for faultless front-of-house service,
- Spoke clearly and communicate easily with non-native speakers.
- Responded calmly to help distressed confused or lost passengers.

EMPORIUM MALL LAHORE (Receptionist -Lahore Pakistan)

November 2021-February 2023

- Greeting incoming customers in a professional manner and provided friendly knowledgeable assistance.
- Delivered front of house duties with warm and professional manner .
- Answered and helped resolve enquiries from clients, vendors and General public.
- Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback.
- Kept reception area neat and focused on personal grooming to give visitors positive impression of the company

Customer Service Agent (Giga Mall ISLAMABAD, Pakistan)

February 2019-september 2021

- Delivered consistently excellent customer services.
- Offered prompt solutions to maintain customer satisfaction.
- Acted as a first point of contact for customer issues and queries.
- Listen customer carefully and guide properly by gestures and clear speaking.
- Recorded customer communications to maintain proper documentaion.

Additional information

- Basic and advance IT computer knowledge
- Ms word and excel expert