

## RESUME:

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## OVERVIEW:

With 15 years of proven experience providing “customer service & Sales” for several different companies, I am confident that I will make an immediate contribution to your team.

I have demonstrated the ability to effectively handle situations or inquiries while working within company policy, procedures and standards. You will find I am detail oriented and able to analyze and resolve client requests or issues quickly and effectively. I possess excellent communication skills, both oral and written.

I can support team goals along with my individual assigned tasks which make me a perfect fit for a multitasking environment such as yours.

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## PROFESSIONAL EXPERIENCE:

**Self Employed as partner with Careem & Bykea:**  
**April 2019 Till Date**

**Careem BYKEA**

- Presently I'm working self-employed as field partner (Captain) with “Careem & Bykea the ride hailing Apps”, By following the traffic laws and company policies I'm responsible to drive passengers to their desired destination safely and efficiently. Ensure to deliver customers goods to their given drop-off destination in courteous, safe and timely manner by using GPS Navigation for easier effective routes.

**Zameen Media Pvt (Ltd):**  
**November 2018 Till March 2019**



- Worked with “Zameen.com” as a “Associate Project Sales” in “Project Sales Department” in Karachi regional office. My primary job was to generate new business relationships by applying expert knowledge of the business and company products, generating revenue volume and conducting lead generating and client service activities. Ensure to visit partner agencies (Affiliates) to provide them complete assistance & to collect leads from them on daily basis

**Wi-tribe Broadband Pakistan:**



**December 2010 Till September 2013**  
**Rejoin back August 2014 till October 2017**

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**Responsibilities:**

- Being Working as "*Customer Care Executive*" I'm responsible for complete customer satisfaction & customer retention for healthy business and future growth. Responsible to serve walk-in customers as per company standards in a friendly atmosphere and retain customers as per provided data by making calls as well as the walk-in customers on monthly basis to achieve retention targets on individual as well as care center level. Ensure to Generate sales through walk-in customers to achieve monthly sales targets given by the management.

**Aseel Islamic Finance**  
**(Islamic Division of First Gulf Bank, Dubai):**  
**January 2014 till July 2014**



**Responsibilities:**

- Worked as "*Business Developing Officer*" Developing new business relationships by applying expert knowledge of the business and company products, generating loan volume and conducting lead generating and client service activities. Dealing with small and medium size as well as corporate clients to generate quality business by offering them Goods Murabaha and Commodity Murabaha within defined policy and standards of the company. Responsible to ensure all the activities within the organization or outside while meeting with the customers must be within compliance standards. Making sure the best image of the company while meeting the customer in personal moreover having telephonic conversation.

**BADR AL ISLAMI FINANCE Co.**  
**(Islamic Division of Mashreq Bank, Dubai):**  
**September 2008 till March 2009**



**Responsibilities:**

- Working as a "*Relationship Officer*" (Auto Finance) Department I was responsible to focus on daily sales targets by applying modern sales tools to target **Commercial and Retail** industry to achieve monthly sales targets. Ensure to conduct calls on data collected by field visits to the potential customers, making sure all the activities within the organization or outside while meeting with the customers must be within compliance standards. Making sure the best image of the company while meeting the customer in personal moreover having telephonic conversation.

**PAKISTAN MOBILE**  
**COMMUNICATIONS Pvt. Ltd. (Mobilink Infinity):**  
**October 2008 / April 2009**



**Responsibilities:**

- Worked as a "*Sales Coordinator*" in (Mobilink Infinity Wimax) "**Subscriber Activation & verification department**" I was responsible to provide variety of support services to the sales team to improve their productivity and to ensure the quality of business they brought in. Making the verification calls to the customer to cross verify the information provided by them and provide them some basic information and features about product etc. Ensure to resolve all the exception cases within the TAT and data correction for customer facilitation. I was responsible for maintaining the daily sales record region wise and sending the daily sales report to the concern team leads and managers by day end.

**EDUCATIONAL QUALIFICATION:**

- **B.B.A (HONS)**  
From West Coast Institute of Management and Technology in the year 2001/2002.
- **Intermediate (Commerce)**  
From Intermediate board of Secondary Education in the year 1999.
- **Matriculation (Science)**  
From Little Paradise Academy in 1997.

### **SKILLS:**

- Communication Skills
- Interpersonal & Organizational Skills
- Ability to work as a team
- Microsoft Office Literate
- Problem Solving Skills
- Time Management

### **LANGUAGES:**

- I can fluently speak & write **English**.
- I can fluently speak & write **Urdu**.
- I can fluently speak & write **Gujrati**
- I can fluently speak & write **Punjabi**

**Areas of Interest:** *Customer Care / Client Services / Administrative Role / Sales & Financing.*

**Reference can be provided upon request.**