


Zaeem ali

Date of birth: 30/10/1996

Nationality: Pakistani

CONTACT

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WORK EXPERIENCE

2021 – 2023 Chakwal, Pakistan

Customer service representative GM salt

- Assisting customers with emergency problems or unexpected situations.
- Providing solutions for customer problems.
- Ensuring customer issues are resolved in a timely manner.
- Developing and maintaining customer relationships.
- Maintaining records of customer interactions.
- Providing overall great customer experience.

2018 – 2021 Chakwal, Pakistan

Front desk receptionist GM salt

- Greet and welcome guests as soon as they arrive at the office.
- Direct visitors to the appropriate person and office.
- Answer, screen, and forward incoming phone calls.
- Ensure the reception area is tidy and presentable.
- Provide basic and accurate information in person and via phone/email
- Receive, sort, and distribute daily mail/deliveries.
- Maintain office security by following safety procedures and controlling access via the reception desk.
- Update calendars and schedule meetings.
- Keep updated records of office expenses and costs.
- Perform other clerical receptionist duties such as filing, photocopying, transcribing, and etc.

EDUCATION AND TRAINING

02/2016 – 20/02/2018 Pakistan

Graduation UOS

Website su.edu.pk

LANGUAGE SKILLS

MOTHER TONGUE(S): Urdu

Other language(s):

English

Listening B2

Spoken production A2

Reading B2

Spoken interaction A2

Writing C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Office | Microsoft Word | Microsoft Powerpoint | Microsoft Excel
| Digital marketing | Organizational and planning skills | Decision-making | Team-work oriented