



# ABRAR AHMED

## Contact

Address: Abu Dhabi, UAE.

+971552409119

Email:

abراهيمedauh@gmail.com

NATIONALITY

Pakistani

## Skills

MICROSOFT OFFICE (WORD, POWERPOINT, EXCEL, OUTLOOK, ACCESS) PROGRAMMING, WINDOWS 10, 11, SOFTWARE (INSTALLING, UPDATING), TELEPHONE ETIQUETTES, RECEPTION, ADMINISTRATION, COMPUTER SKILLS

Passport No:

DH0006662

02 Years own Visa holder

Marital Status

Single

## Languages

English

Urdu

Sindhi

Hindi

Learning Arabic

## Professional Summary

Dedicated professional with a commitment to excellence, managing a large number of incoming calls and chats while identifying and addressing customers' needs to ensure satisfaction. Skilled in building sustainable relationships and trust through open and interactive communication.

Known for maintaining a positive attitude, handling customer frustration effectively, and turning around negative perceptions.

Committed to providing accurate and complete information using the right methods/tools.

Goal-oriented, consistently meeting personal and team targets for call/chat handling quotas.

## Employment History

**OPERATION MANAGER, SHAHARYAR Engineering Solution Karachi, Pakistan.**

04/2018 - 07/2024

- **Developing Operational Strategies:** Formulate and implement strategies to improve efficiency and achieve business goals.
- **Resource Allocation:** Ensure that resources (human, financial, and material) are allocated effectively to meet operational needs.
- **Streamlining Operations:** Analyze and improve processes to enhance productivity and reduce waste. **Implementing Best Practices:** Introduce industry best practices and technologies to optimize operations.
- **Leadership:** Lead, motivate, and manage the operations team. **Training and Development:** Oversee staff training and development to ensure the team is skilled and knowledgeable.
- **Quality Assurance:** Ensure that products or services meet quality standards and customer expectations. **Issue Resolution:** Address and resolve operational issues or customer complaints promptly.

## Education

**Bachelor of Science (B.S) in Computer Science, University of Sindh, Jamshoro**

01/2014 - 12/2017 (Documents Attested from MOFA UAE & PAKISTAN)

## Courses & Certificates

**COMMUNICATION AND SOFT SKILLS, Digiskills**

03/2023 - 06/2023

**GRAPHIC DESIGN, Digiskills**

11/2019 - 02/2020

**WORDPRESS, Digiskills**

11/2019 - 02/2020

**FREELANCING, Digiskills**

12/2018 - 02/2019

**E-COMMERCE MANAGEMEN, Digiskills**

12/2018 - 02/2019

**Web Designing , Aptech Computer Education Karachi**

06/2015 - 08/2015

**Human Resource Management, IBA Jamshoro**

10/2017 - 01/2018