ALI HAMZA

CONTACT

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Visa Status : Visit Visa

COMPUTER SKILL

MICROSOFT WORDS

MICROSOFT EXCEL

OPERATING SYESTEM INSTALLATION

INTER PERSONAL SKILLS

- LEADER SHIP
- TEAM WORK
- EFFECTIVE COMMUNICATION SKILLS.
- PROBLEM SOLVING.
- CREATIVE WRITING SKILLS.
- CUSTOMER SERVICE SKILLS.
- PRESENTATION SKILLS

LANGUAGES

ENGLISH

URDU / HINDI

My carrier goals are to develop and nurture my skill, as well as give me the opportunity to explore a new area of life. Where I can utilize my knowledge, perception, and efficiency into enhancing the organization reputation and my carrier as well.

EXPERIENCES

RECEPTIONIST / 2021 - 2023

PAKIZA HOTEL & RESTAURANT

- Greet all guests and assist them with check-in and check-out
- Maintain a positive attitude and friendly demeanor
- Respond to all guest questions and requests
- Answer and forward phone calls
- Manage guest bookings and reservations
- Keep a tidy and orderly workspace
- Assist with administrative and clerical tasks as needed.

SALES EXECUTIVE / May 2020 - Dec 2020

PTC (PAKISTAN TOBACCO COMPANY)

- Managing large amount of inbound calls in a timely manner.
- Follow up customers calls where necessary.
- Provide customer with product and services information.
- Calmly dealing with customer's complaints and providing them solutions.
- Giving customers right answers and directions regarding their queries.

CUSTOMER SERVICES REPRESENTATIVE / 2019 - 2020

GONDAL DAIRY FARM , PAKISTAN

- Provide customer with product and services information.
- Calmly dealing with customer's complaints and providing them solutions.
- Giving customers right answers and directions regarding their queries.
- Managing large amount of inbound calls in a timely manner.
- Follow up customers calls where necessary.

EDUCATION

IELTS / 2022

IELTS 6.5 / 9 Overall Bands.
CRF Level of B2 By Cambridge

INTERMIDIATE / 2019

Govt Post Graduate Collage Chakwal, Pakistan

MATRICULATION / 2017

Board of Intermediate and Secondry Education Rawalpindi , Pakistan