



ALI RAZA

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ABOUT ME

I am a mature, positive and hardworking individual, who always strives to achieve the highest standard possible, at any given task. Known for being a self-starter as well as a great team player. I possess excellent communication skills, and I have the ability and experience to relate a wide range of people at any organization. I enjoy learning new things, I can work very well under pressure. I am well organized and always plan ahead to make sure I manage my time well.

OBJECTIVES

My career goal is to utilize my skills for achieving the target and developing the best performance in the organization. I would like to implement my ideas, skills and creativity for accomplishing the projects. Aim to work in a challenging work environment where I can utilize my expertise towards the development and growth of the organization. I would like to work for a dynamic, forward-looking and rewarding organization, so that I am able to exercise whatever skills I have gained during my academia and previous jobs experience.

PROFESSIONAL SUMMARY

More than 5 years of Customer Service experience with a passion for providing excellent customer service at all times. Enthusiastic team player. Pursuing new position where hard work and honesty will be valued. Ambitious and bilingual customer service professional with expertise in various industries. Recently I worked as a CUSTOMER SERVICE AGENT with AIR ARABIA. I have dealt with customer's enquiries and complaints face-to-face, over the phone and via email. I have 2 years of Administrative experience as well including HR coordination, payroll management, document dealing. On other side I am having 2 years of SOFTWARE ENGINEERING experience with a proven track record in designing websites and apps, networking and database management. I have strong technical skills as well as excellent interpersonal skills, enabling me to interact with a wide range of clients.

EDUCATION

- | | | |
|---|------------------------------------------------------------------------------------------------------|--------------------------------------------|
| ○ | Bachelor in Computer Science (BSCS)
National College of Business Administration & Economic | (2013 – 2017)
(Lahore, Pakistan) |
| ○ | Intermediate in Computer Science (ICS)
CFE Group Of Colleges | (2011 – 2013)
(Lahore, Pakistan) |
| ○ | Matriculation in Biological Science
PIPS School System | (2009 – 2011)
(Lahore, Pakistan) |

PROFESSIONAL EXPERIENCE

Customer Service Agent

(APR 2017 – AUG 2020)

 **Sharjah Aviation Services** *(Sharjah, United Arab Emirates)*

- Greeting and checking passenger documentation.
- To check passengers in using a computer-based system, issuing boarding pass and baggage labels.
- Visa and document checking for all nationalities going to other destinations.
- Warmly greeting customers by employing positive telephone etiquette and asking well-rounded questions to identify issues.
- Performing administrative tasks (Document handling, VC passports dealing, sending reports to managers and authorities).
- Dealing with cash as an Accountant.
- Process passengers at the boarding gates.
- Apply airline regulations which may involve charging excess baggage or up selling.
- Adhere and apply strict security and safety regulations.
- Effectively assist passengers with their experience travelling through the airport.
- Dealing with visa change process.
- Checking visa requirements for passengers.
- Dealing with immigration and authorities.

Administrator / Client Service Representative

(JAN 2016 – FEB 2017)

 **Mobilink Telecommunication** *(Lahore, Pakistan)*

- Assisting senior leadership by coordinating meetings and preparing conference rooms with zero delays.
- Provided strong attention to detail, exemplary customer service and team-player attitude.
- Identifying and assessing customer's need to achieve satisfaction.
- Managing large amount of incoming calls.
- Dealing with customer care.
- Improved productivity initiatives, coordinating itinerary and scheduling appointments.
- Drove client feedback to deliver information to management for corrective action.
- Developed standard operating procedures for all administrative employees.
- Solved problems timely and effectively, ensuring customer satisfaction.
- Team leadership activities.

Software Developer

(DEC 2014 – JAN 2016)

 **Solution TECH** (Lahore, Pakistan)

- Develop and implement new software programs.
- Maintain and improve the performance of existing software.
- Design and update software database.
- Recommend improvements to existing software programs as necessary.
- Collaborated with other developers to identify and alleviate the number of bugs in the software.
- Wrote clean, clear and well-tested code for various projects.
- Worked closely with other business analysts, development teams and infrastructure specialists to deliver high availability solutions for mission-critical applications.

ACHIEVEMENT

Best Employee Of The Month Reward

(DEC 2016)

 **Mobilink Telecommunication** (Lahore, Pakistan)

- Achieved highest number of customers dealing with excellent level of customer service.

IT PROJECTS

- UNIVERSITY MANAGEMENT SYSTEM
- HOSPITAL MANAGEMENT SYSTEM
- ONLINE UNIVERSITY LOCATOR AND EDUCATION DETAILS
- TIC TAC TOE GAME
- MAZE GAME

LANGUAGE SKILLS

- English (Fluent)
- Arabic (Basic)
- Hindi (Fluent)
- Punjabi (Native)
- Urdu (Native)

CERTIFICATES & TRAININGS

Office Management and Effective Administration Skills

(FEB 2017)

 **GEMS BUSINESS SCHOOL** *(Lahore, Pakistan)*

- The course helps to understand the admin roles and the key contribution to make organizational success and to review work relationship.

Dangerous Goods Regulations (REF)

(APR 2019)

 **AIR ARABIA ACADEMY** *(Sharjah, UAE)*

- With IATA DGR 1.5.2 Training Curricula
- For category 9 personnel

Passenger and Baggage Handling Training (REF)

(JUN 2019)

 **AIR ARABIA ACADEMY** *(Sharjah, UAE)*

- With IATA Training Curricula

SITA Departure Control System (SDCS)

(APR 2019)

 **AIR ARABIA ACADEMY** *(Sharjah, UAE)*

- With IATA Training Curricula
- System used by Air Arabia

Airside Safety Training (REF)

(APR 2019)

 **AIR ARABIA ACADEMY** *(Sharjah, UAE)*

- With IATA AHN.611 & 640 Training Curricula
- Ramp side Safety
- Human Factors

Aviation Security Awareness (AVSEC) (REF)

(MAR 2019)

 **AIR ARABIA ACADEMY** *(Sharjah, UAE)*

- With IATA Training Curricula

Happy Customer Services Training

(MAR 2019)

 **AIR ARABIA ACADEMY** *(Sharjah, UAE)*

- With AIR ARABIA standard Curricula

COMPUTER SKILLS

- Microsoft Office
- C (Programming language)
- C++ (Programming language)
- C# (Programming language)
- Java (Programming language)
- Python (Programming language)
- Android Studio
- IT software

PERSONAL SKILLS

- Good leadership qualities.
- Familiar how to work with team.
- Administrative skills.
- Time management skills.
- Good Computer skills.
- Tolerant nature especially during times of extreme duress.
- Communication skills.
- Excellent ability to adapt to changing work environments.
- Public speaking skills.
- Multitasking.
- Initiative & problem-solving abilities.
- Get on well with people at all levels, easily making good working relationships.
- Have good presentation skills combining sound analytical research and clear verbal explanation.
- Seek out new responsibilities irrespective of reward and recognition.
- Strive for quality in everything I do.

AVIATION SYSTEMS

Well trained of using all systems for below mentioned airlines (CHECK-IN and BOARDING)

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|-----------------------------------|----------------------|
| • AIR ARABIA | • SALAM AIR |
| • AIRBLUE | • INDIGO |
| • AIR INDIA / AIR INDIA EXPRESS | • CHAM WINGS AIR LTD |
| • PAKISTAN INTERNATIONAL AIRLINES | • SYRIAN AIR |
| • EGYPT AIR | • PEGASUS AIRLINES |
| • TURKISH AIRLINES | • AIR PEACE |