

Muhammad Sajjad Ali

To give my best performance in an entry-level cost analyst position in your reputable organization, bringing strong knowledge of economics and statistics.

EXPERIENCE

IBEX Global, Karachi— *Customer Support Executive*

MAY 2021 - JULY 2021

- Respond to customers' enquiries relating to information, product functionality and fault calls resolving as many queries as possible on the first interaction
- Logging and classifying all calls and requests for assistance in the customer relationship management system.
- Manage the resolution process for customers relating to data and applications for a particular product.
- Track enquiry resolution progress and proactively call customers with a status update or resolution if queries cannot be resolved on initial interaction
- Recognize and escalate recurring problems, inferior processes or outdated procedures.
- Accept additional projects or areas of responsibility that will improve the team's performance.
- Proactively contribute to the Helpdesk team and the achievement of its goals

Sindh Insurance LTD, Karachi— *Assistant*

JUNE 2020 - MAY 2021

- Oversee activities directly related to making products or providing services.
- Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales or distribution of products.
- Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.
- Determine goods and services to be sold, and set prices and credit terms, based on forecasts of customer demand.

Four Season Inn Guest House, Karachi—*Front Officer*

06–Months

- Greeted guests and responded to guest inquiries, requests, and issues in a timely, personable, and efficient manner to resolve guest concerns.
- Liaised with housekeeping staff to ensure all rooms were clean and ready to accommodate new guest arrivals.
- Provided information about hotel, restaurant, nearby attractions, available rooms, rates, and amenities.

Real Estate Marketing, Karachi— *Property Broker*

01 Year

- Identified, showed, and procured potential asset acquisitions, property management, and asset dispositions.
- Proficient in negotiating price, terms, and assisting in transaction closings. Interviewed clients, contractors, and prospect brokers, and coordinated showings.
- Generated lists of properties for sale, their locations and descriptions, and available financing options, using computers.
- Maintained knowledge of real estate law, local economies, fair housing laws, and types of available mortgages, financing options, and government programs.



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PERSONAL INFORMATION

Visa Status: **VISIT**

CNIC:**42101-5458181-3**

DOB: **14-JANUARY-1991**

Place Of Birth: **KARACHI**

SKILLS

Good Communication Skills.
Adobe Photoshop.
Adobe Illustrator.
Adobe Corel Drwa.
Data Base.
Internet Surfing.
Fast Typing Speed.

EDUCATION

Bachelors In Commerce–Karachi
(In Progress)

GOVT. DEGREE COLLEGE , Karachi— *Intermediate*
FEBRUARY 2015 - OCTOBER 2017
(Commerce)

ST. LAWRENCE SCHOOL , Karachi — *MATRICULATION*
Computer Science — 2015

TECHNICAL QUALIFICATIONS

- Diploma in Graphic design
- Proficient Computer Knowledge
- Microsoft Word, Excel and Office

LANGUAGES

English & Urdu