****SHAN ALI**

Sharjah-UAE

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**Career Objective:**

To have a career in a creative and progressive organization that offers professional growth prospects as well as lucrative personal & to pursue my excellence with hard work, dedication, and self- determination in order to interact with the best of my professional approach towards my career path and job assignment

**Work Experience :**

**Debt Collector @ Hadaf Al Khaleej Debt Collection LLC(Tahseel), Sharjah. ( Nov-2019 to June- 2020)**

Handled write off Portfolio of Abu Dhabi Commercial Bank

* Notify customers of delinquent accounts by mail, telephone or personal visits to solicit payment.
* Identifying delinquency reason and providing payment solutions/plans within bank’s guidelines
* Arrange for debt repayment/establish repayment schedule, based on customers financial situations
* Informing customers consequences of overdue payments , Advise customers of necessary actions and strategies for debt repayment
* Sending Field executives to customers company address and getting feedback from them.
* Maintaining quality of collection calls made
* Recording information about financial status of customers and status of collection efforts
* Tracing non contactable customers through social sites & government owned websites.

**Store Officer @ Allmed Pvt Ltd Pakistan(Feb2018-Oct2019)**

* Maintain receipts, records, and withdrawals of stockroom.
* Receive, unload, and shelve supplies.
* Perform other stock-related duties, including returning, packing, pricing, and labeling supplies
* inspect deliveries of damage or discrepancies; report those to accounting for reimbursements and record keeping.
* Rotate stock and coordinates the disposal of surpluses.
* Ensure adequate record keeping and manage all documentation to confirm proper stock level and maintain inventory control.
* coordinate the handling of freight, the movement of equipment, and necessary minor repair

## Sales & Marketing Assistant @ Yin & Yang Restaurant, Dubai (Nov2013-Aug2017)

* Led and motivated the Restaurant team to increase sales and ensure efficiency.
* Managed the store’s stock levels.
* Analyzed sales figures – Utilized IT to record sales figures for data analysis. Analyzed and interpreted trends to facilitate planning.
* Played a key role in advertising sessions- Organized trade-shows, special events, exhibitions and displays.
* Ensured that quality, customer service, health and safety standards are met – Resolved safety, legal and security issues.
* Organized professional training and development courses

**Supply Chain Export Officer @ Crescent Bahuman Ltd. Lahore( Jan2012-Nov2013)**

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* Documentation for all kind of L/C and Open Account shipments Domestic or International.
* Handle more than 50 Shipments Per month.
* Handle all kind of Sampling Domestic or International.
* Updating Customer about their shipments.
* Dealing with custom Clearance agents
* Co-ordination with Plant and H.O Regarding shipments
* Coordinate overall Logistics Activities (Air/Sea/Land).
* Manage all documents either customer or Bank.

## Customer Relation Officer @ Abacus constulting, Lahore (May2009-Dec2011)

* + Motivating and inspiring the team to surpass their potential.
  + Improving the team and facilitating the communication among the members of team.
  + Monitoring, organizing, and coaching team on a daily basis.
  + Communicating the company’s purpose, core values, vision to the front employees.
  + Striving for new ways continually, to increase the opportunities of sales.
  + Handling escalated calls, complaints, questions, and queries as necessary.

**Academic Status**

Bachelor of Commerce from University of the Punjab, Lahore (Pakistan)

**Linguist Proficiency:**

To Read: English, Urdu and Punjabi

To Write: English, Urdu and Punjabi

**Personal Details:**

DOB : 26-Dec-1987

Nationality : Pakistani

Marital status : Single

Residence address : Sharjah UAE

Visa status : Residency visa under cancellation

Passport Validity : Valid till Sep-2021

I hereby declare that the above-mentioned particulars are true to best of my knowledge and belief.

Date : June-2020

Place : Dubai. **Shan Ali**