



Ali ABBAS
(CUSTOMER SERVICES EXECUTIVE)
12+ Years Experience

📍 Al Furjan, Dubai

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Visit Visa valid till November 12, 2023

CUSTOMER SERVICES PROFESSIONAL

Hello, I am Ali Abbas with more than 12 years in customer services sector. My work has helped organizations success. I love what i do and i care about the company, I work and people around me.

I stay on top trends and pride myself on always staying unique and hard working.

CAREER CHRONOLOGY

Bank Al Habib, Lahore, Pakistan

“Customer Services Manager”

March 2012 – July 2023

Significant Contributions:

- Resolving Customer Issues
- Proactive Self Directed Learning
- Clear Communication and Transparent
- Self Awareness

MOBILINK PAKISTAN COMMUNICATIONS LTD (PMCL)

“Customer Care Representative” March 2010 – FEB 2012

Significant Contributions:

- Customer relationship management
- Best seller of the month
- Highly courteous customer management

Citi Bank (Credit Card Services)

“Business Development Associate”

Jan-2006 to Dec-2008

Significant Contributions:

- Credit card services
- Customer relationship management
- Star Performer
- Highly courteous customer management

ACADEMIC CREDENTIALS

Academic Qualification

- | | | |
|---------------------|-----------------------------|------|
| ➤ MBA Marketing | Superior University, Lahore | 2010 |
| ➤ Bachelors of Arts | Punjab University, Lahore | 2006 |

SKILLS & COMPETENCIES

- Excellent negotiation, communication and presentation skills
- Hands on Experience of Ms-Excel (complete Ms-Office)
- Hardworking and dedicated to work.
- Team Management Skills

EXTRACURRICULAR & OTHER ACTIVITIES

- First class Cricket player
- Participated as Volunteer in WWF Nature Carnival, 2014.
- Books reading
- Travelling

PERSONAL INFORMATION

Sex Male | Date of birth July 12, 1986 | Nationality Pakistani

Marital Status Married