



ALI HASSAN

Customer Care Supervisor

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Al-Badaa, Satwa, Dubai
United Arab Emirates

EDUCATION

**Swedish Institute of
Technology, Rawalpindi**
Civil Engineering
2013 - 2014

High School, Jhelum
High School Certificate
2006 - 2008

PROFESSIONAL CERTIFICATE

WRITING & SPOKEN ENGLISH
Zabeel International Institute of
Management & Technology
Dubai, United Arab Emirates
2009
Auto CAD
Zabeel International Institute
of Management & Technology
Dubai, United Arab Emirates
2009

PROFILE

Professional who has spent nearly 6 years in a management role. Skilled communicator who understands how to work with customers in a way that is helpful and respectful, and who can effectively delegate tasks to team members for optimal customer service. Patient individual with the proven ability to mediate conflict and remain objective in challenging situations to find solutions that are beneficial to both the company and the customer. Build sustainable relationships and trust with customer accounts through open and interactive communication.

WORK EXPERIENCE

CUSTOMER CARE SUPERVISOR
GREENPARKING, DUBAI, UNITED ARAB EMIRATES
2015 - PRESENT

- Experienced in managing the operations team of up to 20 to 25 staff members inclusive day-to-day tasks.
- Present quarterly reports to executive management detailing the performance and success of the team, budgetary concerns, and implementation of new policies.
- Organizing daily manpower requirements, reviewing annual team performance, staff appraisal & recruitment and managing training requirements.
- Training staff in areas of customer service and company policies.
- Managing cashier coverage and customer flow to ensure proficient customer service.
- Proven records of assisting customer's by quickly responding to inquires.
- Weekly and monthly reporting to senior management on Revenue, Cost, Occupancy and Validations.
- Intervene in scenarios where a customer's situation has escalated, and provide creative solutions to mediate conflicted rebuild trust.
- Direct customer service associate training meetings and ensure policies, procedures, and protocols are clearly understood.
- Wrote the customer service representative schedule each week for a staff of 25 people and made sure all shifts were appropriately covered.
- Depth knowledge of Processing Validation, Voucher and other transaction at Automatic Pay Stations.

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SKILLS

MS OFFICE



PHOTOSHOP



ILLUSTRATOR



CORELDRAW



AUTO CAD



★★★★★

ENGLISH

★★★★★

URDU

KEY DELIVERABLE

Consistently met deadlines with relevant teams during emergencies at any/all times of incident and reporting the same to respective authorities, whilst escalating through established policies and processes.

Working on forecasting and management of daily occupancy and peak hour flow, ensuring high quality customer service, acting as the final point of contact on behalf of company for addressing customer issues.

WORK EXPERIENCE

TELESALES REPRESENTATIVE

SMART SOLUTIONS, RAWALPINDI, PAKISTAN

2014 - 2015

- Developing in-depth knowledge of customer products and services to make suitable recommendations based on customers' needs and preferences.
- Place phone calls to potential customers to educate them on services and products offered by the company.
- Attend meetings to learn about new products and services or changes in current ones.
- Read and interpret sales reports to determine the best strategy for marketing.
- Answer phone calls from customers with inquiries or complaints and resolve the issue as quickly as possible.
- Compiled information from other Telesales Representatives to draft reports of monthly sales.
- Using sales scripts proffered by the company to drive sales and respond to customer rejections.
- Analyzed sales data and negotiation techniques to leverage client relationships and improve retention.
- Accurately and efficiently enters customer information into company databases for mailing and billing purposes.

GRAPHIC DESIGNER

HAZEL EVENT & WEDDING PLANNERS, ISLAMABAD, PAKISTAN

2013 - 2014

- Proofreading to produce accurate and high-quality work.
- Using innovation to redefine a design brief within the constraints of cost and time.
- Developing design briefs that suit the client's purpose.
- Creative design by using Graphic software's including Adobe Photoshop, Adobe Illustrator, etc.
- Created new design themes for marketing and collateral materials.
- Collaborated with creative team to design and produce computer-generated artwork for marketing and promotional materials.
- Review final production for errors and ensure that final print reflect client specification.