



Muhammad Ali

Admin Assistants

My Contact

✉ muhammaddalizia84@gmail.com

☎ +971545703540

📍 Phase -1 International city Dubai

SKILLS & PROFICIENCIES

- Multitasker and with good interpersonal skills
- Created engaging and interactive learning materials, including worksheets,
- customer queries and achieve customer satisfaction
- excellent English communication skills
- Interpersonal skills

CERTIFICATES

- Digital Marketing
- Data Analytic and Business intelligence

Education Background

- Bachelor degree holder-Uae attested educational certificate
Punjab University Lahore-Pakistan
B.sc in Physics ,Math
Completed in 2015
- High school Diploma
Completed in 213

Achievements

- 2020– 2022 Acted as a liaison between customers and other departments, ensuring smooth communication and problem resolution
- 2017– 2019 Successfully developed and implemented an online customer service platform, which resulted in an increase of customer satisfaction and reduced the waiting time on calls.

About Me

Proven ability to find innovative and effective solutions to complex problems.
Highly motivated and driven to consistently deliver exceptional results.
Committed to continuously seeking out new and better ways to complete projects.
Proven track record of success in completing exceptional projects.
3 years of customer service experience in the UAE consistently received high satisfaction ratings from customers and two year experience in cash handling.

Professional Experience

Front office Receptionist At emirates Airline WORKED By Transguard group LLC 2019–2022

Addressing client questions and issues in a fast and professional way.

- Keeping databases and information about customers that are accurate and current.
- Collaborating with several departments to meet client demands.
- Examining consumer comments and making changes to the customer support procedure.
- Organizing and upkeep of office materials and machinery.
- Planning and organizing events and meetings.
- Taking calls, responding to emails, and directing in-person queries.
- Providing management and other team members with administrative help.
- Producing, revising, and disseminating different reports and papers.
- Maintaining and updating the material on websites and social
- Managing staff visa applications and travel arrangements.
- Preserving a secure and well-organized workplace.
- Observing business rules and regulations on customer service, management.

HABIB BANK LIMITED-Pakistan-CASHIER/CUSTOMER SERVICE 2017 – 2019

Key responsibilities:

- Cash handling includes precisely and quickly processing consumer transactions, making change, and balancing cash drawers.
- Customer service: Delivering top-notch customer service through responding to queries from clients, resolving grievances from clients, and keeping a warm and approachable tone.
- Maintaining accurate records of all teller transactions, including the sum of cash received, cheque transaction and the change given, is known as record keeping.
- Maintaining security protocols: Following established security protocols, such as those for handling cash and processing transactions, in order to safeguard the bank's assets.
- Operating numerous pieces of banking equipment, such as check-processing devices, currency counters, and cash registers.
- Reconciling cash transactions at the end of each shift and making sure that cash drawers are balanced are both aspects of balancing cash drawers.
- Cross-selling goods and services entails informing clients about HBL's goods and services and, where appropriate, engaging in cross-selling.