



Ali Hassan

Date of birth: 27/12/1999

Nationality: Pakistani

Gender: Male

CONTACT

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ABOUT ME

Detail-oriented professional who works well under pressure. Notable accomplishments in meeting deadlines and increasing customer satisfaction. A personally driven outgoing person looking for an opportunity for professional growth and to become an asset everywhere i go.

WORK EXPERIENCE

16/11/2022 – 25/12/2023 Arifwala (Pakpattan), Pakistan

Customer Service Officer Al Baraka Bank Pak Ltd

- Answer queries regarding account balance, transaction, product and services
- Responding promptly to customer inquiries
- provide best possible solutions as per the need of the customer
- Communicating with customers through various channels
- Attain cross sell objectives
- Operating foreign remittance system of the bank
- Preparing cash management report as per State Bank of Pakistan guidelines
- Efficient Handling of Cash Transactions related activities

17/03/2021 – 22/07/2021 Rawalpindi, Pakistan

Customer representative Jubilee Life Takaful

- Address policy-related inquiries such as beneficiaries, policy updates, and coverage options.
- Resolve issues related to payment discrepancies, late payments, or billing errors.
- Assist policyholders in initiating and processing life insurance claims.
- Address and resolve customer complaints or concerns in a timely and empathetic manner.
- Document customer feedback and share insights with relevant teams for continuous improvement.

EDUCATION AND TRAINING

01/10/2018 – 05/10/2022 Rawalpindi, Pakistan

Bachelor of Business Administration (Honors) Arid Agriculture University Rawalpindi Campus

Field of study Marketing | **Final grade** A Devision

LANGUAGE SKILLS

MOTHER TONGUE(S): Urdu | Panjabi; Punjabi

Other language(s):

English

Listening C1

Spoken production C1

Reading C1

Spoken interaction C1

Writing C1

HIND

Listening C1

Reading C1

Spoken production C1

Spoken interaction C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Office | Microsoft Excel | Zoom | LinkedIn | Microsoft Powerpoint | Quick to Adapt to New Technologies and Processes

ADDITIONAL INFORMATION

Recommendations

Reference will be Furnished when desired

Communication and interpersonal skills

- **Effective Team Leader and Player**
 - **Time Management**
 - **Task Oriented**
 - **Handle Client Relationship**
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