

Danish Ali

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Karachi, Pakistan.



OBJECTIVE:

Peruse a professional career in reputed, dynamic and progressive organization, which provide opportunities for career growth and also in order to groom the overall personality, preparation of weekly, monthly reports and work plans. Ensuring the conduction of targeted tasks for better health/cleanliness campaign and mobilizing the community for the participation. Coordination and liaison with other organization and stakeholders, report writing and documenting lessons learnt and any other tasks assigned.

PROFESSIONAL SKILLS:

Strong interpersonal, communication, public relation skill and the ability to work effectively with a wide range of constituencies in a diverse community, can effectively use coaching and counseling skills on the need basis. Wide experience and knowledge of using computer and communications technology (MS Office, Internet based program, health management information system), Coordination and team work.

CAREER STATEMENT:

Coordinator

K-Electric

June 2018 to May 2020

Arrange engagement session of all team leaders for safety measures. Ensure attendance sheets of all employees arrange material requirement and dispatch teams. Updating the shutdown/outages on SAP / NSIS, Coordinate with 118 Call Center, RRC for timely completion of tickets on SAP CRM within TAT, and maintain segregated fault record on excel to generate daily, weekly or monthly reports. Ensure that department operates in accordance with all the applicable health, safety and environmental protocols leading towards safety and well-being of staff and public.

Customer Service Personnel

K-Electric

February 2017 to June 2018

Handling technical complaints, assign to team leaders, maintain the data on system of all team leaders, coordinating the consumers with team leaders regarding their issues and get feedback from the consumers then close the tickets, facilitate the consumers which are facing problems related to electricity, dispatch the team leaders for rectification of the faults of consumers domestic, commercial and industrial, issue the material to team leaders, manage the tickets on SAP PM and replies on Emails to all concerned departments related to ongoing work.

Internee

Sui Southern Gas Company Limited Head Office Karachi

June 2014 to August 2014

Facilitate the consumers which are applying for new gas connection domestic/commercial, maintain the data and sketch forms of all applications.

EDUCATION**Master's in Public Administration**

University of Sindh Jamshoro, Pakistan

B.com

Shah Abdul Latif University Khairpur, Pakistan

COURSES/DIPLOMA**OFFICE AUTOMATION**

Technomen Institute of Information and Technology Shikarpur Sindh, Pakistan. Under Benazir Bhutto Shaheed Youth Development Program.

CIVIL SURVEYOR

Vocational Technical and Educational Center Rawalpindi, Pakistan. Under NRSP Institute of Rural Management

OTHER SKILLS

Office Management

Time Management

Troubleshooting

Software Installing

EXTRA-CURRICULAR

Reading Newspapers

Reading General Knowledge Books and Current Affairs