



# Huzaifa Rafaqat Rafaqat Ali

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## Experience

### **RECOVERY OFFICER**

GLOBAL ENVIRONMENTAL LAB

( June 2021 – currently)

- Responsible for calling credit customers who were over 30 days past due to set up payment plans.
- Took incoming calls from credit customers to answer questions and make payment arrangements.
- Assisted in developing guidelines for special recovery projects that were initiated from time to time.
- Assisted in monitoring past due accounts and contacting customers to make collections attempts.
- Responsible for taking incoming calls and giving customers the information they needed to pay accounts.
- Often put on a special team that was responsible for recovering debt on seriously delinquent accounts.
- Assisted in developing some of the recovery guidelines that were used for years.
- Part of a team designated to handle seriously past due accounts.
- Acted as a resource for customers who would come to the branch location to discuss credit accounts.

### **TEAM SUPERVISOR**

HASHMI TRADERS ( Oct 2019 - March 2021 )

- Responsible for handling many professional services I like legal services, business research and financial analysis
- Responsible for handling customer queries, complaints and questions.
- Responsible for handling the team members and also monitor the random calls on daily basis for error reduction and better Performance.
- Responsible for coordinating with supervisors, team leaders and employees.
- Inspire and motivate the staff by providing rewards, bonus and incentive



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## **ACCOUNTS OFFICER**

### **WHITE HOUSE GRAMMAR SCHOOL**

(December 2018 - September 2019)

- Maintained excellent attendance record, consistently arriving to work on time.
- Diagnosed hardware problems and fixed faults or contacted appropriate repair service.
- Supported all computer lab operations.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Configured hardware, devices and software to set up work stations for employees.
- Also perform duty as School Maintenance In charge.
- Maintained inventory of all school Computers, Devices, Furniture, Stationaries, Many Other things.
- Worked on School Management System.  
Fees posting, Entry of result, new student records, Fees voucher printing & distribution etc.
- Worked as Assistant in Computer & Science Labs.
- Organize School Events with School Community.
- Teach use of new devices and software's to teachers.

## **Education**


### **Intermediate:**

- Board of Intermediate Education Karachi.

### **Matriculation:**

- Board of Secondary Education Karachi.

## **Computer Skills**

- **Excellent working knowledge in MS Word, MS Excel, Power Point.**
  - **Expert in using functions of Windows VISTA, Windows XP and windows 7.**
  - **Typing speed 43 wpm.**
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### Certification

- Microsoft Excel, Microsoft word, PowerPoint
- Windows Installation
- Adobe Photoshop 7.0
- Adobe Premiere Pro CS6

### Languages

- English
- Urdu
- Hindi

### Strength

- **I believe in creativity and originality.**
- **I have a strong ability to complete work within time.**
- **I see myself as an innovative, initiative and flexible team player.**
- **I can perform effectively even within a highly pressurized working environment.**
- **I am responsibly driven, intellectually matured character with integrity and tenacity of purpose.**
- **I possess outstanding communication and co-ordination skills and respect for other and their differences.**

### References

[Available upon request.]

