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| *Syed jafer ali* | |  |  | | --- | --- | | jaferali11092@gmail.com |  | | 0304-2994107 / 0347-2408513 |  | | B1/10 RABIA FLOWER APARTMENT GULSHAN E IQBAL  ABUL HASSAN ISPHANI ROAD KARACHI |  | |

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|  | Objective: |

An exceptional blend of Customer services professional and Quality Assurance specialist excelling in corporate industry since more than 3 Years. A Key Team player/leader for various top renowned organizations. A Professional grown-up through a thorough knowledge of entry level. Possess a keen understanding of dealing and managing Customer relationship, Operational Planning, team management, training and development, Work Assignment and ensuring Daily smooth operations and deliverables. Well versed with Interdepartmental relations and collaboration with services support domains i.e. Human resources, Admin and Accounts,

Adept in implementation and compliance systems of organizations norms and SOPs within domain. Possess a strong team building, training, counseling and motivational skills. An exceptional interpersonal communicator can effectively network with client/tenants and internal management.

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|  | Experience: |

## Senior Supervisor Operations | Systems Limited (International Client), from March 2016 – till Date.

* Provides actionable data to management as needed.
* Coordinates and facilitates call calibration sessions for the Team.
* Prepare reports to communicate outcomes of Quality activities with Management.
* Analyze internal and external Quality reports to identify areas for improvement in the Quality system.
* Taking care operations in absence of Managers/Assistant Managers

## Business Development Officer (BDO) | Bank Alfalah (PVT) LTD, from 2015–2016.

* Leading products and services to the retail and corporate markets.
* Deposit-taking, Foreign Exchange, Brokering, Trust and Investments.
* Credit Cards, Corporate Cash Management.
* Account Opening.

## PERSONAL ASSISTANT | PHILCO (PVT) LTD. from 2012–2015.

* Acting as a first point of contact.
* Dealing with correspondence and phone calls.
* Managing diaries and organizing meetings and appointments, often controlling access to the manager/executive.
* Booking and arranging travel, transport and accommodation. Organizing events and conferences.

## SALES REPRESENTATIVE | PROCTER & GAMBLE COMPANY (P&G), with third party contract, from 2010–2012.

* Work with respective customers to find what they want.
* Create solutions and ensure a smooth sales process.
* Greet customers and ascertain what each customer wants or needs.
* Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.

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|  | Education: |

## BACHELORS: | Bachelors in Business Administration from ILMA University, 2020.

## Intermediate | (Commerce) – Govt. Degree Collage Buffer Zone Karachi. 2009 – 2010.

## MATRIC | Matriculation in Computer Science from Metropolitan Academy group of Schools 2007-2008.

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|  | Skills: |

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| * MS Office. * Fluent in English * Team Management, Team Leading, & Operational Tasks. * Client Dealing. * Environment Friendly. |  |

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|  | Activities: |

* **Study**: BBA from ILMA University.
* **Sports**: Snooker, Cricket.
* **Hobbies**: Poet, Writing.

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|  | ACHIEVEMENTS: |

* Annual Award for performance in 2017.
* Acceptance of the “Employee of the month” Four times from the management at Systems Ltd.
* Achieved “Quarterly Awards Three times” in the same Multinational Firm.

Thank you.