



Khizer Ali

A balanced, highly capable and creative minded graduate who works well both on own initiative and in small teams and groups, within and outside the target environment.



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5/50A Shah Faisal colony
block 5 big plots Karachi,
block 5, block 5, Karachi,
Pakistan

SKILLS

Communication

Critical Thinking

Active Listening

Time Management

Innovative & Creative

LANGUAGES

Urdu
Native or Bilingual Proficiency

English
Native or Bilingual Proficiency

INTERESTS

Socializing

Games

Travelling

EDUCATION

Intermediate (Commerce)

GOVT. Degree College Of Commerce & Economics

2017 - 2020

Karachi, Pakistan

Matriculation

White Rose Grammar School, Karachi

2015 - 2016

Karachi/Pakistan

WORK EXPERIENCE

CUSTOMER SUPPORT EXECUTIVE

IBEX

2021 - 2022

Karachi/Pakistan

Achievements/Tasks

- Respond to customers professionally to provide information about products and services, take/cancel orders, or obtain details of complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions, are taken. Process orders, forms, and applications.
- Follow up to ensure that appropriate actions were taken on customers' requests.
- Refer unresolved customer grievances or special requests to designated departments for further investigation.
- Enhance organization reputation by accepting ownership for accomplishing new and different requests, and exploring opportunities to add value to job accomplishments.

CERTIFICATES

Certificate Of Appreciation In Scoring "TOP CSAT%" ibex. X SWVL (2022)