



## Danish Ali

**Nationality:** Pakistani **Date of birth:** 03/03/1997

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**Home:** Moria Khan Goth chota Gate Airport Karachi House No B117, 75200 karachi (Pakistan)

### WORK EXPERIENCE

#### Sales Officer

**Gerry Visa International** [ 13/02/2023 – Current ]

**City:** karachi

**Country:** Pakistan

Customer services  
Account Management  
Customer handling  
High pressure handling  
Scanning Passports  
Data Entry  
Bio metrics  
Dexing the passports  
Visiting Italy , Oman , UAE , Consulates for visa or passport queries or submitting the passports or letters for attesting or visa purpose  
Picking or packing the passport to forward for embassies

#### Customer service representative

**Suzuki Motors** [ 01/02/2021 – 04/03/2022 ]

**City:** karachi

**Country:** Pakistan

Responded to customer calls and emails to answer questions about products and services!  
Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns. Answered product and service questions, suggesting other offerings to attract potential customers!  
Offered advice and assistance to customers, paying attention to special needs or wants. Clarified customer issues and determined root cause of problems to resolve product or service complaints. Answered customer telephone calls promptly to avoid on-hold wait times. Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solution!

#### Administrative assistant

**Hubco power plant** [ 04/02/2019 – 05/11/2020 ]

**City:** karachi

**Country:** Pakistan

Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors. Received and sorted incoming mail and packages to record, dispatch or distribute to correct recipient !  
Scheduled office equipment repair and maintenance to extend equipment lifespan and prevent unplanned downtime. Booked airfare, hotel and ground transportation to coordinate office travel !  
Scheduled conference rooms, prepared agendas and maintained calendars to prepare for meetings and events!



## EDUCATION AND TRAINING

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### Google It professionals certification

*Google / Coursee* [ 06/02/2020 – 03/11/2020 ]

Address: Online, 75200 Karachi (Pakistan)

Website: [coursera.org/verify/GWVRNK6ZXLYZ](https://coursera.org/verify/GWVRNK6ZXLYZ)

### Business Management

*Kings College London* [ 17/10/2020 – 23/12/2020 ]

Address: Online Online , 75200 karachi (Pakistan)

Website: [futurelearn.com/certificates/lunh9p0](https://futurelearn.com/certificates/lunh9p0)

### The fundamental of digital marketing

*Google Digital Garage* [ 05/09/2020 – 10/12/2020 ]

Address: Online , 75200 karachi (Pakistan)

Website: <https://learndigital.withgoogle.com/link/1qsdpcdm9s>

## LANGUAGE SKILLS

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Mother tongue(s): **Urdu** | **Panjabi; Punjabi**

Other language(s):

**English**

**LISTENING C2 READING C2 WRITING C2**

**SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2**

## DIGITAL SKILLS

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Microsoft Powerpoint / Microsoft Office / Google Drive / Social Media / Outlook / Zoom / Instagram / Microsoft Word / LinkedIn / Good listener and communicator / Organizational and planning skills / Team-work oriented / Decision-making / Creativity / Strategic Planning / Critical thinking