

Ali Zamin Turk

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📍 House # 1133, block # 20, Federal B area, Karachi

🇵🇰 Pakistani

👤 Male

🎓 EDUCATION

M.S Social Sciences

SZABIST University

09/2022 – present | Karachi, Pakistan
Management, Research Methods,
Global Affairs, International Law,
International Business.

B.S Social Sciences (I

SZABIST University

09/2018 – 05/2022 | Karachi, Pakistan
Psychology, International Relations,
Economics, Statistics, International
Business, International Organizations
and Research Methods.

Higher Education Certificate

Private

08/2016 – 08/2017 | Karachi, Pakistan
Humanities, Social Sciences,
Economics and Civics

Secondary School Certificate

The Citizen Foundation

08/2012 – 08/2013 | Karachi, Pakistan
Sciences, Chemistry, Biology and
Maths

📁 PROFESSIONAL EXPERIENCE

Arktel Technology (BPO)

Sales and QA Manager

09/2022 – present | Karachi, Pakistan

- Managed all aspects of office administration, ensuring efficient and organized daily sales operations.
- Led the Sales and Quality Assurance team, implementing and improving quality control processes, and maintaining the highest targets of sales and standard of service.
- Supervised and motivated a diverse team of 25-30 employees, setting monthly sales goal, and providing regular evaluations and coaching for professional development.
- Provided technical support to customers, troubleshooting issues and resolving technical challenges promptly and effectively.

U.S Mobile (BPO)

Senior Product Experience Analyst

08/2021 – 08/2022 | Karachi, Pakistan

- Proficiently handled query resolution, addressing customer concerns, and resolving technical issues to ensure customer satisfaction and retention.
- Served as a Chat and Email Assistant, addressing customer inquiries and providing support via chat and email channels, ensuring timely and accurate responses.
- Provided technical support to customers, troubleshooting issues, and delivering effective solutions to technical challenges, enhancing overall customer experience and loyalty.

IHRF (NGO)

Project Coordinator

08/2020 – 05/2021 | Karachi, Pakistan

- Organized and managed CVE (Countering Violent Extremism) campaigns in universities, effectively planning and executing initiatives to promote peace and counter radicalization on campuses.

SKILLS

Leadership and Management

I exhibit leadership skills by guiding and inspiring teams, fostering a culture of excellence, and achieving common goals.

Organizational Skills

In various positions, I have organized and managed campaigns, webinars, and office administration, demonstrating strong organizational abilities

Content Writing

I have experience in content writing, including producing articles, reports, and other materials related to political research topics.

Quality Assurance

I led the Quality Assurance department, which involves implementing and improving quality control processes and standards

Event Organizing

I have organized and managed webinars and campaigns, indicating my event planning and management skills.

Customer Relationship

I have demonstrated proficiency in addressing customer inquiries, providing support, and handling query resolution through chat and email channels.

Communication

My roles required strong written and verbal communication skills to effectively engage with customers and colleagues and to represent the organization.

Public Relations

In previous roles, I was responsible for maintaining positive relationships with stakeholders and the public, showcasing my public relations skills.

Technical Support

I have experience in providing technical support, troubleshooting technical issues, and delivering effective solutions.

- Displayed strong leadership skills, inspiring and guiding teams to work collaboratively towards common goals and fostering a culture of excellence and commitment.

Pakistan Institute of International Affairs (Think Tank) Research Intern

05/2020 – 08/2020 | Karachi, Pakistan

- Organized and managed webinars, including planning, scheduling, and promoting these online events to facilitate political research discussions and knowledge sharing.
- Demonstrated proficiency in content writing, producing high-quality articles, reports, and other materials related to political research topics.
- Executed effective public relations strategies, maintaining positive relationships with stakeholders, researchers, and the public, while representing PIIA Political Research's work and objectives.

CERTIFICATES

Diploma in Sales Management

Alison

Office Suite

Coursera

Php Programming with my SQL

IBA Karachi

Civil Violence Extremism

IHRF Karachi

Social Media Marketing

SFCP Pakistan

Data Management

Coursera

M.S Office (Excel, Word, Powerpoint)

Coursera

LANGUAGES

English	<div><div></div><div></div><div></div><div></div><div></div></div>
Urdu	<div><div></div><div></div><div></div><div></div><div></div></div>
Sindhi	<div><div></div><div></div><div></div><div></div><div></div></div>
German	<div><div></div><div></div><div></div><div></div><div></div></div>