



# Murad Ali

## Customer service Officer

### IN BRIEF

I am a competent, loyal, hard working employee with the ability to achieve tasks when working alone or as part of a team.

### SKILLS






### LANGUAGES



### AWARDS

**Light Vehicle Licence Manual UAE**  
**, August / 2023**

### CONTACT

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### EXPERIENCES

**Security officer At ADIB** **IN Oct 2017 -**

**Transguard Group, Abu Dhabi, Abu Dhabi,**

Assisted customers by issuing tokens for their desired queries. Guided customers addressing inquiries efficiently. Monitored security surveillance to ensure a safe environment for staff and customers. Drafted security reports and maintained access control protocols

**CRO** **IN Oct 2014 - Nov 2016**

**Telenor Pakistan, Islamabad, Pakistan,**

Responded to customer emails and live chat inquiries. Assisted customers with billing and account issues. Conducted follow-up calls to ensure customer satisfaction.

**Office Clerk** **IN Mar 2012 - May 2014**

**National Institute of banking and finance, Islamabad, Pakistan,**

Maintained accurate records and organized filing systems for easy retrieval. Managed incoming and outgoing correspondence, including emails, letters, and phone calls. Assisted in scheduling meetings, preparing agendas, and handling routine office tasks. Processed invoices, handled data entry, and ensured compliance with office policies. Provided administrative support to various departments, ensuring smooth daily operations



### EDUCATIONS

**MATRIC,** **IN 2004 - 2006**

**Pak Children Secondary School, Murree, Pakistan**

**INTERMEDIATE,** **IN 2007 - 2009**

**Post Graduate College Murree, Murree, Pakistan**



### HOBBIES

**Reading**  
**Sports**  
**Travel**