

ABUZAR ALI

Customer Service & Operations Professional

Expertise as Representative, Agent, Supervisor, Clerk, Teller, and Cashier

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Abudhabi, UAE

Customer Service Professional with over six years of experience in roles such as Customer Service Representative, Team Leader, and Clerk. Proven ability to handle challenging inquiries, resolve issues, and deliver personalized solutions. Skilled in managing customer interactions across multiple channels, leveraging technical expertise and empathetic communication to enhance customer satisfaction and uphold company values.

Areas of Expertise

- Resolving customer inquiries, complaints, and enhancing customer satisfaction.
- Managing phone, email, chat, and in-person customer interactions.
- Streamlining scheduling and service workflows for efficiency.
- Promoting products, services, and special offers to boost customer engagement.
- Assisting with telecom, banking, and healthcare-related customer queries.
- Training and supervising customer service teams for optimal performance.
- Handling payments, claims, and account management with accuracy.
- Addressing customer concerns professionally and ensuring resolution.
- Balancing multiple customer interactions with strong time management.
- Ensuring compliance with company policies and maintaining security standards.

Technical and Soft Skills

- Cash handling accuracy
- Conflict Resolution
- Customer relationship building
- Cross-selling banking products
- Multitasking
- Attention to detail
- Building customer trust
- Managing customer queues efficiently
- Maintaining customer satisfaction
- Data entry accuracy
- Problem-solving under pressure
- Fraud detection and prevention
- Cash drawer balancing
- Time management
- Maintaining confidentiality
- Attention to detail
- Microsoft Office
- Business Intelligence Power BI
- QuickBooks
- Tally Prime
- DentiMax (Dental Practice Management Software).

Professional Experience

Customer Service Representative and Clerk

July 2022 - Present

Dental Design Clinic, Shamkha Mall, Abu Dhabi

- Schedule, reschedule, and cancel patient appointments.
- Send appointment reminders via calls or messages.
- Greet patients warmly and provide detailed information about services, treatments, and costs.
- Explain insurance policies, handle claims, and manage costs.
- Process payments, issue receipts, and conduct patient satisfaction surveys.
- Promote clinic services, special offers, and maintain patient records.

Boosted Bookings: Increased clinic appointment bookings by 30% through effective promotion of services and offers.

Customer Service Supervisor

Nov 2021 - July 2022

Al Mariah United Group, Shamkha Mall, Abu Dhabi

- Greeted and assisted customers promptly, ensuring a positive experience.
- Verified visitors' identities and ensured safety and security on premises.
- Conducted regular patrols and inspections to maintain a secure environment.
- Trained and guided new staff, ensuring adherence to company protocols.
- Coordinated with law enforcement and emergency services as needed.

Efficiency Enhancement: Led a team that improved service delivery times by 15%, enhancing overall efficiency.

Customer Service Representative

Nov 2020 - Oct 2021

Faysal Bank, Charsadda Branch, Pakistan

- Processed deposits, withdrawals, and transfers for customers.
- Resolved account, transaction, and card-related issues.
- Provided information on Islamic banking policies.
- Opened and closed customer accounts.

- Managed loans and financing applications.
- Promoted bank products such as credit cards and savings accounts.
- Built long-term customer relationships.

High Inquiry Resolution: Resolved 95% of inquiries upon first contact, enhancing customer satisfaction scores.

Call Center Representative

Dec 2019 - Nov 2020

Zong Telecom Company, Pakistan

- Handled customer inquiries via calls and chats, resolving network, billing, and account issues.
- Assisted with service activation/deactivation and guided customers on product usage.
- Promoted Zong services, packages, and special offers.
- Prepared daily and monthly performance reports, and maintained customer records.
- Built and sustained positive customer relationships.

Customer Service Representative and Clerk

May 2018 - Oct 2019

Rehman Medical Institute and Hospital (RMI), Pakistan

- Responded to customer inquiries via phone, email, or in-person interaction.
- Offered product/service details and guidance.
- Resolved complaints efficiently and maintained records of customers' interactions.
- Listened to customer concerns patiently and offered solutions.
- Collected customer feedback to improve service quality.

Staff Training Success: Trained and developed over 10 new staff members, reducing customer service errors by 25%.

Education

Bachelor's in Computer Science, Islamia College University, Peshawar, Pakistan | 2014-2018

High School (FSC) New Muslim College, Charsadda, Pakistan | 2012-2014

Secondary (SSC) Islamia Public High School, Charsadda, Pakistan | 2012

Certifications

Obtained an Accounting (UAE Local Certificate)

Regional Educational Institute, Abu Dhabi (UAE) 2024

- Journal entries, financial reporting (balance sheet, income statement)
- Accounts receivable/payable
- Petty cash management
- Payroll

Business Intelligence: Power BI

Learn More Online Course, 2024

- Data modeling and data analysis
- Power Query Editor
- Report and Dashboard creation

Medical Coding and Billing

Annex Training Institute, Abu Dhabi (UAE) 2025

- International Classification of Diseases (ICD)
- Current Procedural Terminology (CPT)
- Healthcare common procedure coding system (HCPSC)

AML and CFT

PRO AML online course, Abudhabi (UAE) 2025

- Familiar with KYC and AML procedures
- Experienced in identifying suspicious transactions and reporting STR's
- Committed to maintaining compliance with local and international AML/CFT laws

Key Achievements

- Maintained a flawless attendance record for three consecutive years, demonstrating punctuality and dependability.

Qualification documents have been attested by the Ministry of Foreign Affairs (MOFA).
