

**Rehman Ali**

+974 5091 1159 | ✉ rehmanali515@gmail.com

📍 Doha, Qatar



---

## Professional Profile

A highly motivated and experienced **Customer Service Supervisor** with a strong background in managing teams, optimizing service workflows, and delivering exceptional customer and patient service. Skilled in handling high-pressure environments, resolving escalated issues, and implementing strategies to boost service efficiency and customer satisfaction.

---

## Professional Experience

### Customer Service Representative

#### The View Hospital, Qatar

*February 2025 – Present*

- Manage customer disputes and resolve issues professionally and empathetically.
- Collaborate effectively with the operations team, business partners, and internal departments.
- Identify and recommend process and service improvements.
- Communicate with members suffering from chronic conditions, insurance carriers, healthcare professionals, and pharmacy teams.
- Handle high volumes of inbound and outbound calls.
- Route calls efficiently to the appropriate departments.
- Enter accurate data into multi-screen computer systems.
- Support pharmacy staff with administrative duties including phone handling and filing.
- Engage in voice and chat support.
- Use client-based email systems for communication.

### Customer Service Representative

#### Ooredoo Qatar

*April 2023 – February 2025*

- Managed large volumes of inbound and outbound customer calls.
- Provided accurate responses to customer inquiries and resolved complaints.
- De-escalated customer issues and offered practical solutions.
- Explained products, services, company policies, and updates.
- Assisted customers with technical troubleshooting and navigation of digital platforms.
- Handled account and order management, including updates to billing and shipping details.

- Maintained accurate records of customer interactions and call logs.
  - Identified upselling opportunities and supported sales initiatives.
  - Collaborated with team members to improve service quality and trained new hires.
- 

### **Education**

- **Master of Science**, Quaid-I-Azam University, Islamabad
  - **Bachelor of Arts**, Gomal University, D.I. Khan
  - **Higher Secondary School Certificate**, Peshawar Board
  - **High School Certificate**, Peshawar Board
- 

### **Diplomas & Certifications**

- **Diploma in Quality Management**, Pakistan Institute of Quality Control
- 

### **Key Skills**

- Customer empathy and communication
  - Adaptability and time management
  - Conflict resolution and problem-solving
  - Positive language and professionalism
  - Product and process knowledge
  - Team collaboration and training
- 

### **Languages**

- English
  - Urdu
  - Pashto
- 

### **Computer Skills**

- Microsoft Office Suite (Word, Excel, PowerPoint)
  - Email and internet tools
  - Basic documentation and CRM systems
-

## References

Available upon request.