

# AFTAB ALAM ANSARI

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📍 Doha, Qatar

📅 July 18, 1999

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🌐 Aftab Alam Ansari

🚗 Valid Qatar Driving License (Light Vehicle)

## Profile

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Seeking an opportunity for professional challenge and growth to support and enhance co-operative objectives of the company. I intend to take advantage of every opportunity to develop my professional competence and hope to earn opportunities for advancement.

## Education

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2018 – 2023  
Kathmandu, Nepal

### Bachelor Of Business Studies (B.B.S)

*Santwona Memorial Multiple Campus, Tribhuvan University*

- Comprehensive understanding of business management principles and practices.
- Coursework includes Finance, Accounting, Economics, Marketing, Human Resources Management and Organizational Behavior.

2016 – 2018  
Kathmandu, Nepal

### High School, Management (+2)

*Premier Secondary School, National Examination Board*

- Completed +2 with a major in Management, focusing on Business Mathematics, Accounting, Economics and Computer science, which provided a solid foundation in organizational and financial principles.

2016  
Kathmandu, Nepal

### Secondary School (S.L.C)

*Annapurna English Secondary School, Government Of Nepal*

- Completed SLC studying Science, Mathematics, Accounting and other core subjects providing a well rounded academic foundation.

## Professional Experience

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2024/01 – Present  
Doha, Qatar

### Customer Service Executive

*Al Hashir Cleaning & Contracting.*

- Provided **frontline customer support**, addressing inquiries, complaints, and operational concerns to ensure smooth service delivery.
- Handled **customer inquiries**, complaints, provide quality customer services and exceptional assistance to all customers.
- Handling **cashiering** related activities and **customer services**.
- Managed staff pickup and drop-off schedules while ensuring full compliance with safety and company protocols.
- Ensured punctual attendance as per roster, maintaining professional conduct and operational readiness at all times.
- Escalated customer or staff inconveniences promptly to supervisors to ensure service excellence.
- Monitored service quality, cleanliness, and asset condition to ensure standards.
- Maintained accurate records and reports related to daily operations and shift activities.

2021/12 – 2023/08  
Kathmandu, Nepal

### Operation Officer

*Al-Kausar Human Resources Pvt. Ltd.*

- **Handling customer** interactions, queries, **problem solving**, and responsible for providing **exceptional customer support**.
- Handled client effectively, serving as a key point of contact for **customer enquiries** and **calls**.
- Working effectively with the team for better **customer satisfaction** and **customer services**.
- Processed documentation for **visa applications**, **work permits**, and **related legal processes**.
- Processed **appointments** for GCC medical exam and managed slip and payment process.
- Processed for (MOFA) Ministry of Foreign Affairs and visa fee payments, ensuring error free and **timely processing of visa** for **KSA Embassy**.
- Processed payments for insurance, bank vouchers, and Social Security Fund (SSF) contributions.
- Processing documents for timely **Labor Approvals for Foreign Employment**.
- Providing **orientation and guidance to the passengers** for the **flights** and travelling for Foreign Employment.

2021/10 – 2021/11  
Sunsari, Nepal

### Enumerator

*Central Bureau Of Statistics, Nepal*

- **Collected data** for the National Population and Housing Census 2021 (NEPAL).
- Successfully completed one month of **field-level supervision** and **data collection**.
- **Conducted interviews** with over 300 households, enhancing **interpersonal skills**.

2018/07 – 2021/09  
Kathmandu, Nepal

### Admin Assistant

*Shamsh & Sons Travels & Tours Pvt. Ltd.*

- **Handling Passengers** and solving their problem by providing required **documentation and guidance**.
- Provided **exceptional customer service** by effectively managing **customer queries and complaints**.
- Providing **information related to the visa** and other documents related to the legal requirements for the **flights** and Foreign Employment Labour Approval (Individual).
- Worked as organizing, managing files, record-keeping, handling **emails, calls and documents**.
- Handling **cashiering** related activities and managing transactions of the company.
- Collected cash, checks payments, issued receipts, and deposits to the company bank account.
- Process for individual Labor Approval for Foreign Employment and also **providing guidance and orientation**.
- **Issuance** of domestic and International **flight tickets** through provided systems.
- Processed documents like Ehteraz Approval, Muqem Arrival, CCMC Registration e.t.c.
- Coordinating with **day to day operations** of the company.

### Technical Skill

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Tally.ERP9	Computer Knowledge
Email Management	MS Office
Training and Mentoring	Cash Handling
Documentation	Willingness to Learn

### Soft Skill

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- Effective Communication
- Professional Ethics and Conduct
- Problem Solving
- Adaptability and Accountability
- Attention to detail
- Customer Service and Interpersonal Skill
- Time Management
- Teamwork
- Integrity and Polite
- Shift work flexibility

### Certificates

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#### Accounting Training (Tally.ERP9)

*IT and Accounting Solution Pvt. Ltd.*

- Basic concept of Final Account Including Tax and Vat.
- One month Practical & Computerized Accounting Training (Manual & Tally.ERP9)

#### Cisco Certified Network Associate (CCNA)

Broadway Infosys.

- Concept of Fundamentals of Routing, Switching and Networking, Understanding basic aspects of network security.
- Two month Training on configuration, verifying, and troubleshooting devices.

### Languages

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| • English | • Nepali         | • Hindi    |
| • Urdu    | • Limited Arabic | • Maithali |

### References

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Available on Request.

### Declaration

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I hereby declare that the information given above is true to the best of my knowledge and belief, these data correctly describe me, my qualifications and my experience. Available with QID and NOC.