

Murtaza Ali

Admin / Customer Service

Doha, Qatar | murtazaa91@yahoo.com | (974) 3015-7663



PROFESSIONAL SUMMARY

Versatile and customer-focused professional with strong experience in administration, customer service operations, front desk coordination, and team supervision. Proven ability to handle client inquiries, manage records and documentation, coordinate with internal departments, and resolve issues efficiently while maintaining high service standards. Well-organized, detail-oriented, and committed to delivering excellent service and operational support.

PROFESSIONAL EXPERIENCE

Customer Service Executive

Keenu – Digital Payment Solutions
Karachi, Pakistan | 2022 – 2025

Handled high-volume customer inquiries through calls, emails, and walk-ins while maintaining professionalism
Assisted customers with service requests, account updates, and issue resolution
Maintained accurate customer records using CRM systems
Coordinated with internal departments to resolve complex issues efficiently
Delivered personalized service to ensure customer satisfaction and loyalty
Achieved service-level targets and maintained quality standards

Assistant Manager

Habib Bank Limited
Karachi, Pakistan | 2018 – 2022

Supervised daily front desk and customer service operations
Led and managed a team of 12 staff members, ensuring smooth operations and service excellence
Delivered premium customer service to high-profile and VIP clients
Handled customer complaints and inquiries with professionalism and discretion
Coordinated with multiple departments to ensure timely service delivery
Maintained high standards of professionalism, communication, and customer satisfaction

STRENGTH

Interpersonal Skills

Excellent interpersonal skills with a polished and professional personality

Customer-Centric Approach

Strong decision-making abilities with a focus on customer service

EDUCATION

Bachelor of Science
University of Sindh
2015 – 2017 | Jamshoro, Pakistan

Intermediate
Gov. Ghulam Hussain Hidayatullah
College | 2011 – 2013 | Hyderabad
City, Pakistan

SSC
New Rehbar e Taleem School
2008 - 2010 | Karachi, Pakistan

LANGUAGES

URDU
NATIVE

ENGLISH
PROFICIENT

HINDI
PROFICIENT

SKILLS

Administrative Support & Office Coordination | Customer Service & Client Handling | Front Desk Operations & Call Handling | Complaint Resolution & Issue Management | Documentation & Record Management | Team Coordination & Multitasking

SYSTEMS & TOOLS

CRM Systems
Microsoft Word & Excel
Google Docs
Zoom
Banking & Transaction Systems (T24, IRIS, Swift)