



SAJID ALI Customer Service

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☎ 03041002899

📍 Rahim Yar Khan

🇵🇰 Pakistani

EDUCATION

Intermediate (ICS)

Brookfield College Rahim Yar Khan
08/2018 – 09/2020 | Rahim Yar Khan, Pk
Major: Computer, Math, Physics

Matric Science

Govt. Higher Secondary School Chk88/p RYK
07/2016 – 08/2018 | Rahim Yar Khan, Pk
Major: Computer Science

Bs Mathematics

The Islamia University of Bahawalpur RYK Campus
09/2020 – 09/2024 | Rahim Yar Khan, Pk
Unfortunately Study Skipped in 8th Semester

SUMMARY

Results-driven and customer-focused professional with hands-on experience in retail sales and service. Proven ability to deliver fast, brand-compliant service while building customer relationships and achieving sales targets. Skilled in problem-solving, product knowledge, and maintaining high standards of cleanliness and efficiency. Fluent in English, Urdu, and Punjabi, enabling effective communication with diverse clients. Seeking a dynamic role to contribute to growth and customer satisfaction in a forward-moving organization.

EXPERIENCE

Customer Service Representative

Helper Bazar Company in RYK that's providing Home Services

07/2021 – 02/2023 | Helper Bazar RYK Rahim Yar Khan

-Delivered efficient home services using the company's app-based system, ensuring timely and organized service operations.

-Provided excellent customer service by addressing inquiries, resolving problems, and maintaining brand standards.

-Worked with a sense of urgency to schedule and complete services, resulting in high customer satisfaction ratings.

-Kept accurate digital records of services rendered and maintained a clean and safe work environment.

Retail Sales Representative

Rainbow Cash & Carry (Retail Brand)

02/2024 – 09/2024 | Lahore, Pk

-Persuasive Communication

-Negotiation & Closing Skills

-Customer Needs Analysis

-Patience & Empathy

-Adaptability in Fast-Paced Environments

Wholesale Operations Manager

Al-Rehman Oil Traders

10/2024 – 12/2025 | Rahim Yar Khan

-Managed end-to-end wholesale operations for used engine oil trading, including procurement from workshops and sales to refinery factories and plants.

Skills

Sales & Retail Skills

- Persuasive Communication
- Negotiation & Closing Skills
- Customer Needs Analysis
- Patience & Empathy
- Adaptability in Fast-Paced Environments

Customer Service Skills

- Customer Satisfaction & Retention
- Complaint Resolution & Problem Solving
- Service Efficiency & Urgency
- Brand Standards Compliance & In-Person Etiquette

Communication & Interpersonal Skills

- Effective Communication with Diverse Customers
- Team Collaboration
- Relationship Management
- Fluent in English, Urdu, Punjabi

Workplace & Operational Skills

- Time Management & Multitasking
- Cleanliness & Hygiene Standards
- Adherence to SOPs
- Basic Computer Literacy (if applicable)

- Oversaw inventory management, maintaining optimal stock levels on a weekly and monthly basis to meet supply demands.
- Calculated and monitored cash flow, tracking expenditures for purchasing and revenue from sales to ensure profitability.
- Negotiated with suppliers and buyers to secure favorable terms, contributing to cost efficiency and increased profit margins.
- Maintained financial records and provided regular reports on business performance.

LANGUAGES

English

Intermediate

Urdu

Native

Punjabi

Native

CERTIFICATION

- Metric Science
- Intermediate (ICS)

KEY ACHIEVEMENTS

English Proficiency Certificate

05/2018 – 09/2020 | Rahim Yar Khan, Pk

Got English Proficiency Certificate By Brookfield College
Rahim Yar Khan

PASSIONS

Passionate

- Customer Satisfaction & Service Excellence
- Sales & Business Growth
- Efficiency & Process Improvement
- Learning New Market Trends
- Team Collaboration & Training
- Entrepreneurship & Small Business Management