

EDUCATION

Govt DOEACC

2006 2008

[Computer diploma in applications, typing, internet and hardware..]

Govt HSS

2004 – 2006

Completed my academic studies in Physics, chemistry, Zoology, botany, English and Computer.

GOVT DCK

BA/MA

M

WORK EXPERIENCE

Masder Al Hayat Formerly known as Saudi Malco Group. Co Saudi Arabia [Data entry Operator]

2009–2011

Because of my typing skills in English on computer keyboard and having good communication skills in English language I was appointed as customer service cum data entry. Entering customer queries and solving them instantly online on call or by email conversation also escalating call to my seniors if major issues found. Maintaining record of employees, entering daily cash and credit invoices, checking daily stock redistribution and send daily report like feedback and quality check to my supervisors and keeping eye on visitors entering their visit purpose on system. Worked on a tally based software namely distribution module. Also worked in MS Office. Creating Presentations was also my job.

Al Mahasna Al Damam Saudi Arabia

Computer operator/Autocad designer/Customer care.

2012–2014

An air conditioning company, providing autocad design to the customers for ac machines like Haier. I was working as a computer operator and also assistant to autocad engineer in designing. Taking part in meetings and visiting construction sites checking the projects. I was also dealing with customers on phone handling their queries and fix appointments with them and solve their issues.

OSC INDIA WOMEN'S Grievance(NGO)

Case Worker/IT

2015–2017

Worked as a case worker in this NGO for women facing domestic violence, sexual harassment etc. Working with district administration under district Magistrate and in coordination with



Person with Disability (PWD)
LOW VISION. Partially Blind.

MIR RAFEEQ

AHMAD (Married)

(6005080741) IND

(0561036892) UAE

Customer Service Specialist
(Data entry Typist)

PROFILE

Detail-Oriented Worker with Years of Administrative Experience.

Successfully implemented innovative scheduling system to more efficiently organize meetings and travel schedules.

Award-winning customer service skills.

Fluent in English and Arabic.

CONTACT:

EMAIL:

mirebaad@gmail.com

LANGUAGES KNOWN:

English→	SPEAK	READ	WRITE
Arabic→	SPEAK	READ	WRITE
Urdu→	SPEAK	READ	WRITE
Kashmiri→	SPEAK	READ	WRITE
Hindi→	SPEAK	READ	WRITE

Hobbies:

Watching comedy action movies, Driving, archery and GYM.

HOME ADDRESS

House no 18

*Khoushall Mohalla Village Panzgam
Near Jammia Masjid Panzgam
District; Kupwara. (J&K)*

Adhaar: 3188 7421 5482

Passport: H5452200

Current Status:

Was working in NODE software as secretary with RTA Dubai. in a Very famous Luxurious Car Rental Company namely Al Wajaha Car Rental at Al Garhoud Gegico Dubai UAE. Recently came back from Dubai (UAE) in the month Of August 2022 because of some Personal family issue.

Thank you.

Police. Entering women’s complaints, maintaing their file records on system, entering their statements on system. Submitting EPR Every month Report to Ministry of women’s and child development quaterly.

**Airtel customer care executive/TL
2018–2019**

Worked as customercare executive in Airtel India. It is an inbound call centre, receiving calls from customers and solve their queries. Later I was promoted as team leader because of my hardwotk talant and technical skills in handling customers and achieving my targets.

**HDFC BANK
Customer service/POS
2019–2021**

Worked as POS Point Of Sales swipe machine. Customer relationship building and team organising attending seminars and briefing our customers about new features of swipe machine and handle their quaries

**Technical Analyst
(Stock Market intradaytrader andtradingadvisor)
2022.....**

Working as a technical analyst in stock market of india and do trading on nifty and banknifty on intraday bases. Iam fully professional in intraday trading with strong hand in candle stick charts, analysing them and have skills to make handsome even when markets are un consolidation. Have unique strategies and make my clients happier all the time. It’s one of my skill.

TOP SKILLS

TYPING SPEED ON COMPUTER KEYBOARD 45-50 WPM WITH 98-100 % ACCURACY.

Customer service specialist, can manage customers and their queries satisfactorily.

Computer Ms Office, internet, email and social media connecting advertising.

Car Driving skills and good teaching and physical exercise skills. I am fast learner, energetic and I always want to accomplish my goals.