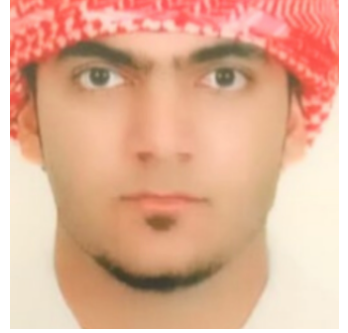


Alinawaz Baloch

Customer Service Pro Security Inspector Solving
Customer Support



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Seasoned Sales Representative knowledgeable about selling in B2C environments. Leverages exceptional customer relations experience to win new customers. Skilled at demonstrating products and closing sales with tenacious and driven approach. Talented networker with expertise in cold calling, strategic planning and task prioritization focused on maximizing efficiency and sales success.

Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level in sharjahmunicipality position. Ready to help team achieve company goals.

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Organized and dependable candidate successful at managing multiple priorities with a positive attitude.

Willingness to take on added responsibilities to meet team goals.

Reliable employee seeking customer service security inspector position. Offering excellent communication and good judgment.

Dedicated www.plates.com professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

Skills

[Product or Service] expertise

Expense reporting

Records management

Lead prospecting

Client Service

Staff Training

Account development

Performance improvement

Customer Relations

Account servicing

Retention strategies

Revenue Generation

Work History

2019-01 - 2022-12

Representative

Pro , Www.plates.com Authorised From RTA Dubai

- Developed and maintained positive customer relations and coordinated with team members to properly handle requests and questions.
- Automated contact management system, resulting in better client organization and goal alignment.
- Exceeded established sales goals and increased client retention.
- Set up appointments with potential and current customers to promote new products and services.
- Researched relevant resources to assist members, identified member representation needs and troubleshoot next steps to provide optimal support for member.
- Reached out to customers after completed sales to evaluate satisfaction and determine immediate service requirements.
- Responded to customer questions via telephone and written correspondence regarding insurance benefits, provider contracts, eligibility and claims.
- Represented union members and presented cases at Local and Statewide Council meetings.
- Evaluated inventory and delivery needs and optimized strategies to meet customer demands.

2012-01 - 2017-12

Security Supervisor

Sharjah Municipality (UAE), Sharjah

- Advised security team and conducted investigations of significant threats and loss or misappropriation of assets.
- Recorded incident reports with detailed accounts of occurrences.
- Oversaw staff timekeeping entries and reports in [Software](#).
- Monitored work of contractors in design, construction and startup phases of security systems.
- Conducted frequent security audits to identify potential problems related to physical security, staff safety and asset protection.
- Oversaw team of security officers and managed scheduling and performance evaluations.
- Inspected security design features, installations and programs to verify compliance with applicable standards and regulations.
- Implemented surveillance cameras to investigate loss, fraud, theft and abuse by employees or visitors.
- Optimized planning and allocation of resourced by organizing security and administrative programs, business management operations and inventory

control.

- Moved around different security stations and vital areas to check on officers and adjust workflow to cover changing needs.
- Worked in fast-paced and high-risk environments while maintaining exceptional standards of excellence for security programs, strategies and plans.
- Drafted security operating procedures and training materials for human resources department.
- Trained [Number](#) new security officers.
- Kept team compliant with security protocols and appearance standards.

2011-01 - 2012-01

Customer Service Representative

Customer Service , R Holding Group Ramada Hotel Ajman

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Answered product and service questions, suggesting other offerings to attract potential customers.
- Recommended products to customers, thoroughly explaining details.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Responded to customer requests for products, services and company information.
- Updated account information to maintain customer records.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Met customer call guidelines for service levels, handle time and productivity.
- Investigated and resolved customer inquiries and complaints quickly.
- Surpassed sales goals through implementation of effective marketing strategies.
- Trained new personnel regarding company operations, policies and services.
- Maintained up-to-date knowledge of product and service changes.
- Developed highly empathetic client relationships and earned reputation for exceeding service standard goals.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Educated customers about billing, payment processing and support policies and procedures.
- Monitored cash drawers in multiple checkout stations and maintained adequate cash supply.
- Collected and returned unpurchased or returned items to correct shelf locations and arranged displays to promote sales.
- Developed and updated databases to handle customer data.
- Reduced process inconsistencies and effectively trained team members on best practices and protocols.
- Trained staff on operating procedures and company services.
- Investigated and resolved accounting, service and delivery concerns.
- Managed timely and effective replacement of damaged or missing products.

- Provided ongoing guest service.
- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
- Delivered prompt service to prioritize customer needs.

Education

2000-12 - 2010-12

Higher Secondary : Language Arts Education

Pakistani Higher Secondary School Ajman - Ajman UAE


2018-03 - 2018-05

Preparing And Qualifying Guards Professional Qualification For Sharjah Municipality Employees From The Sharjah Police Academy: Police Academy Training

Sharjah Police Academy 2 Certificates - Sharjah

- Awarded from Sharjah Police academy
- Professional development completed in [Preparing and qualifying guards Professional qualification for Sharjah Municipality employees from the Sharjah Police Academy](#)

Languages

Arabic		Bilingual or Proficient (C2)
English		Bilingual or Proficient (C2)
Hindi		Bilingual or Proficient (C2)
Punjabi		Upper intermediate (B2)
Urdu		Bilingual or Proficient (C2)
Persian		Intermediate (B1)