

MUHAMMAD USMAN ALI



"Passionate and dedicated individual with a proven track record of delivering exceptional results. With a blend of creativity, analytical thinking, and effective communication skills, I thrive in fast-paced environments and excel at problem-solving. I bring enthusiasm and a collaborative spirit to every project, eager to contribute positively to any team. Let's create something amazing together."

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📍 ISLAMABAD, PAKISTAN

EDUCATION

BSIT
University of chakwal

FSC (ICS)
BISE Rawalpindi

MATRIC
BISE Rawalpindi

WORK EXPERIENCE

EMPLOYEE
Buraq Telecommunication

11/2023 - Present

Achievements/Tasks

- Answering incoming calls
- Responding to customer inquiries
- Resolving customer complaints
- Processing orders or requests
- Offering technical support
- Providing product or service information

SKILLS

Proficient in Microsoft Office suite • Word • Excel • PowerPoint



Strong typing skills and ability to navigate computer systems quickly and accurately



Effective communication



Time Management



Multitasking



Active listening



LANGUAGES

ENGLISH
Full Professional Proficiency

URDU
Native or Bilingual Proficiency

INTERESTS

Traveling

Games

Book reading

Exercise