

# Curriculum Vitae

**Name:** Zaman Ali  
**Mobile:** +974 77397363  
**Email:** zamanali33335@gmail.com  
**Nationality:** Pakistani  
**Location:** Doha, Qatar

## Career Objective

Dedicated and customer-focused professional with over 3 years of customer service experience in Vendome Mall, Qatar. Skilled in handling customer inquiries, ensuring satisfaction, and supporting team operations. Holding both car and motorbike licenses, with strong adaptability and communication skills. Seeking a suitable position to contribute to company growth and provide excellent service.

## Work Experience

### Customer Service Associate

Trocadero Theme Park – Vendome Mall, Lusail, Doha, Qatar  
Jan 2021 – Present

- Assisted customers with inquiries, complaints, and service needs.
- Ensured smooth operations of rides and attractions.
- Maintained safety standards and compliance with mall policies.
- Provided guidance and information to guests to enhance their experience.
- Worked effectively in a multicultural environment.

## Education

High School Graduate – Pakistan

## Skills

- Customer Service & Guest Relations
- Teamwork & Communication
- Problem Solving & Conflict Handling
- Time Management
- Basic Arabic (50%) and English Proficiency
- Knowledge of Safety & Mall Policies

## Licenses

- Qatar Driving License (Car)
- Qatar Driving License (Motorbike)

## Personal Details

Date of Birth: 31 December 1996  
Marital Status: Married

## Languages

English, Urdu, Basic Arabic