
MR RIZWAN ALI

51 FULHAM ROAD,
SPARKHILL,
BIRMINGHAM B11 4QD

rizwan-a@hotmail.co.uk

07510931433

Profile

Hard working individual with vast customer service experience working for one of the biggest Fleet Management companies in the UK. Broad knowledge of vehicles and their maintenance. Large experience working in office programs and adapting quickly to using bespoke systems. Ability to input/transfer data quickly and accurately. Motivated and used to asking what I can be doing rather than sitting around waiting for tasks to be passed to me. Confident working individually or part of a larger team, willing to offer or seek support as required.

Core Skills

- Excellent time management.
- Great communication skills.
- Organised, ability to multi-task and prioritise.
- Adaptive, Flexible, ability to work part of a team as well as alone.
- Customer Service focused.
- Loyalty.

Experience

NOVEMBER 2021-DECEMBER 2021. OCADO

Customer service team member, (Driving)

- Based at OCADO in Dordon.
- Main duties were to deliver customers shopping in a timely manner.
- Responsibilities included checking the cargo and van daily.
- Dealing with any customer complaints or returns.

JUNE 2021-NOVEMBER 2021 EON ENERGY

Customer service advisor,

- Worked on the smart meter contract for manpower
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- Based at the Kingswinford centre.
 - Worked on smart meter team.
 - Responsible for arranging bookings for customer who wish to have smart meter installed.
 - Assisted in helping the customer throughout complete process.

FEB 2013 - JULY 2019

BT FLEET

Road Fleet Manager,

- Worked on exclusive 24/7 Network Rail contract.
- Based at Network Rail HQ in Milton Keynes.
- Worked on unique weekend shift to provide out of hours cover.
- Responsible for providing Fleet Management customer service.
- Responsible for approving and making decisions out of office hours.
- Responsible for learning all job roles to deal with out of hours queries.
- Assisted in helping improve processes.
- Assisted in cost improving measures.
- Dealt with damage claim estimates from rental companies.
- Challenged mileage claims invoices.

JUNE 2012 - FEB 2013

BT FLEET

Customer Service Advisor,

- Worked on exclusive Group 4 Securitas contract.
 - Worked on rotating weekly shift pattern.
 - Answered calls and received queries via e-mail about defective vehicles.
 - Monitored breakdowns via the AA portal.
 - Liaised with Account Managers to provide updates.
 - Dealt with senior management from Group 4.
 - Built relations with external workshops and dealerships.
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NOV 2007 - JUNE 2012

BT FLEET

Customer Service Advisor/ Administrator.

- Worked with an array of different customers from BT, AA, EON to name a few.
- Dealt with general enquires that came through via e-mail
- Arranged bookings into BT workshops as well as external workshops.
- Responsible for the MID (motor insurance database).
- Helped moving vehicles to different customer accounts by creating and updating them.
- Responsible for approving/denying drivers workshop location changes.
- Responsible for updating MOT and equipment test data.
- Responsible for chasing up compliance paperwork and filling it.

SEP 2001 - JULY 2006

BRITISH GAS

Data entry/ Administrator

- Main duties included general data entry.
- Dealing with customer billing complaints.
- Undertook training to help poor performers improve skills and process knowledge.
- Specially selected to work on a failing process to improve customer satisfaction.

Education and Qualification

1993-1998 Golden Hillock School.

GCSEs Maths(C) English(B) English Literature(C) Science(C) Physical Education (B) Religious Studies (B)

1998-2000 Solihull College GNVQ Business Studies (Merit)

References

Available on request.
