

QISMAT ALI

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Nationality: Pakistani • **Permit:** Light Vehicle • **LinkedIn:** <https://www.linkedin.com/in/qismat-ali-5b6373246>

PROFESSIONAL SUMMARY

Customer-orientated Driver who maintains thorough and accurate records and notes to keep management informed of delivery progress.

WORK HISTORY

Delivery Sales Person

Nesto Hypermarket Online (E-Commerce) - Sharjah, UAE 08/2021 - Current

- Loaded vehicles safely and efficiently, securing items to prevent damage for high-volume deliveries.
- Completed pre and post-trip safety inspections, recording and reporting any defects and malfunctions.
- Communicated customer complaints, requests and feedback to company management for swift resolution.
- Drove company vehicles safely and legally across national pick-ups and deliveries, maintaining brand reputation.
- Obtained signatures on invoices and consignment paperwork, maintaining clear records of customer delivery confirmation.
- Notified management of vehicle safety concerns and issues, enabling prompt maintenance and repair.
- Interpreted maps effectively, following written and verbal directions as required to navigate optimal delivery routes.
- Utilized hand-held devices to capture, document and communicate proof of delivery.

SKILLS

- Computer skill (Word, Excel, PowerPoint)
- GPS and navigation apps
- Excellent phone etiquette
- Food deliveries
- Customer service
- Order distribution
- Traffic signal interpretation
- Route planning and optimization
- Fuel-efficient riding

EDUCATION

Metric: science

Khadizai High School - Pakistan 02/2014

B-COM: Business

Allama Iqbal Open University - Pakistan 05/2018

LANGUAGES

Urdu, Hindi: Native language

English: C1

Advanced