




ALI IMRAN

CONTACT

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 Valid Dubai License

PERSONAL INFORMATION

- **Date of birth:** 10/09/1978
- **Nationality:** Pakistani
- **Marital status:** Married
- **Visa status:** Employment Visa

SKILLS

- Customer Care & Technical Support
- Roaming & Provisioning Systems
- Troubleshooting & Issue Resolution
- Service Partner Training & Coordination
- Call Center Management & Performance Analysis
- Team Supervision & Leadership
- Efficient communication
- Escalation & Incident Management
- Technical documentation writing
- Safety protocol adherence

TECHNICAL SKILLS

- Satellite & Ground Network Subswitching Systems
- CRM & Case Management Software
- Troubleshooting & Diagnostics

PROFESSIONAL SUMMARY

Results-driven **Satellite Telecommunication Specialist** with over **17 years of experience** in **customer care, technical support, and network operations**. Expertise in **CRM, case management, provisioning systems, roaming issues, and satellite & ground network switching systems**. Strong leadership in **team supervision, service partner training, troubleshooting, and documentation of complex technical cases**. Adept at collaborating with cross-functional teams to drive customer satisfaction and optimize operational efficiency.

WORK HISTORY

Chief Technician - Customer Care (Global NOC) 08/2024 - 01/2025
Space42

- Supervised customer care operations in a **24/7 global network operations center (NOC)**
- Led and motivated a team of **Customer Service Specialists** to achieve performance targets
- Developed **technical training programs** and coaching for service improvement
- Conducted **daily, weekly, and monthly reports** analyzing service trends and issue resolution metrics
- Liaised with **network, products, sales, marketing, and engineering teams** for issue escalation and resolution
- Conducted **comprehensive risk assessments** prior to every task; promoted safer work practices in the organisation.

Chief Technician - Thuraya Customer Care 07/2019 - 08/2024
YAHSAT (Al Yah Satellite Communications Company pjsc) - UAE

- Managed **Thuraya satellite network, ground network, and user equipment troubleshooting**
- Interfaced with **service partners and end-users** for issue resolution and system improvements
- Conducted **technical training sessions** for internal and external personnel on service portals and tools
- Led case escalations from **Tier 1 to Tier 2**, ensuring seamless documentation and follow-up
- Organized **kickoff meetings and periodic updates** to ensure successful issue resolution
- Facilitated **smoother project execution** by effectively liaising with engineers and other technicians.
- Prepared **detailed reports post-inspection**, and facilitated informed decision making.

- Data Analysis & Performance Reporting
- Call Center Operations & SLA Management
- Billing & Account Reconciliation

SOFT SKILLS

- Effective Communication
- Problem-Solving
- Leadership and Team Management
- Attention to Detail
- Adaptability
- Time Management
- Decision-Making

EDUCATION

BSc: Computer Science

University of Peshawar – Peshawar, Pakistan

LANGUAGES

Pashto

Native

English

Fluent

Urdu

Fluent

Arabic

Intermediate

Persian

Intermediate

Customer Care & Technical Support 06/2007 – 07/2019 **Thuraya Satellite Telecommunication Company pjsc.**

- Supervised shift operations and distributed workload based on service demands
- Provided **step-by-step troubleshooting guidance** to resolve satellite communication issues
- Acted as an escalation point for complex **customer cases and technical issues**
- Collaborated with **product development teams** for feature enhancements and issue resolution

Real Estate Broker 02/2007 – 06/2007 **River City Real Estate - Dubai, UAE**

- **Fostered relationships with new clients** through proactive networking at industry events.
- **Mitigated risk with thorough understanding** of local property regulations and laws.
- Engaged in continuous learning to stay ahead of **changing market conditions**.
- Streamlined operations by **implementing efficient work processes** within the team.

Assistant to Finance Manager 01/2006 – 02/2007 **METROPOLIC Paper Industries LLC.**

- Managed **accounting system updates, past-due collections, and payment processing**
- Monitored **international Letters of Credit (LCs)** for payment collection
- Assisted in **bookkeeping, payroll processing, and financial reporting**
- Researched and resolved **account and billing discrepancies**

Sales Coordinator 02/2005 – 12/2005 **Metropolic Paper Industries LLC.**

- Processed **customer purchase orders, sales documentation, and delivery tracking**
- Managed **return material authorizations (RMA) and approvals**
- Researched inland and ocean freight rates for **bidding and logistics purpose**

Cashier / Counter Sales Assistant 05/2004 – 12/2004 **PALWASH TRAVEL SERVICES - Peshawar, Pakistan**

- Managed **cash handling, transaction processing, and customer service**
- Assisted in **travel bookings and sales documentation**

CERTIFICATIONS & TRAINING

- Advanced Satellite Communication Systems Training
- Customer Service Excellence Certification
- Technical Troubleshooting & Diagnostics Workshop