**INTRODUCTION**

I AM IMTHIAZ MUSTAFFA, MALE, 52 YEARS OLD AND MARRIED. I AM A SOUTH AFRICAN CITIZEN OF PAKISTANI/INDIAN DESCENT, CURRENTLY LIVING IN MANDALUYONG. I AM FLUENT IN ENGLISH, HINDI, URDU AND AFRIKAANS. AFTER MY SCHOOL AND COLLEGE EDUCATION I JOINED THE FAMILY BUSINESS AND THEN DECIDED TO VENTURE OUT ON MY OWN. I STUDIED AND BECAME A FINANCIAL ADVISOR AND OPENED MY OWN BROKERAGE COMPANY. THE CORE BUSINESS OF THE COMPANY WAS INVESTMENTS, RETIREMENT FUNDS AND LIFE POLICIES. MY MAIN TASK WAS TO GENERATE NEW BUSINESS AND TO ENSURE THAT EXISTING CLIENTS ARE BEEN TAKEN CARE OF. I SOLD THE BUSINESS AND RELOCATED TO LONDON WHERE I OPENED AN IMPORT AND EXPORT COMPANY. I GOT DIVORCED AND LOST MY BUSINESS DURING THE DIVORCE SETTLEMENT PROCESS. I THEN DECIDED TO TRAVEL.

THE COUNTRIES THAT I HAVE VISITED AND WORKED WAS DUBAI, PAKISTAN, INDIA, MALAYSIA, THAILAND, SRI LANKA, TURKEY, GEORGIA AND EGYPT. I WOULD LOVE TO LIVE AND WORK IN THE PHILIPPINES AS I BELIEVE THAT THE PEOPLE ARE VERY FRIENDLY, HARDWORKING AND THE WEATHER IS GREAT. MY OPINION IS THAT PHILIPPINES CAN BE ALIGNED WITH THE PROFESSIONAL STANDARDS OF ANY FIRST WORLD COUNTRY. THE IMPORTANT FACTOR IS THAT ENGLISH IS WIDELY USED FOR COMMUNICATION.

I HAVE ALSO DONE TRANSLATION JOBS ON A PART TIME BASIS SINCE 2003. I TRANSLATED FROM ENGLISH TO AFRIKAANS AND VICE VERSA. IN ADDITION TO THAT FROM ENGLISH TO URDU AND VICE VERSA.

I WORKED AT FOUR DIFFERENT CALL CENTERS. THE FIRST ONE BEING IN CAPE TOWN, SOUTH AFRICA FOR A COMPANY CALLED M-WEB. THE COMPANY WAS A NETWORK PROVIDER FOR INTERNET BROADBAND AND CABLE TV. I HANDLED ISSUES WITH REGARDS TO COMPLAINTS/QUERIES. I ASSISTED CLIENTS TO RESOLVE ISSUES IN A PROMPT, PROFESSIONAL AND HONEST MANNER. I ALSO WORKED AT VODAFONE, IN 6TH OF OCTOBER CITY, CAIRO, EGYPT. I WORKED AS A CUSTOMER SERVICE ADVISOR FOR THE UK ACCOUNT IN THE BILLINGS DEPARTMENT. I WAS EMPLOYED AT TELEPERFORMANCE, CAIRO, EGYPT AS A SOCIAL MEDIA,TECHNICAL SUPPORT ADVISOR DEALING WITH CLIENTS FROM PAKISTAN, SOUTH AFRICA, KENYA AND NIGERIA. THERE IS A HIGH POPULATION OF BOTH PAKISTANIS AND INDIANS IN SOUTH AFRICA AND KENYA. IN ADDITION TO THAT I WORKED AT SHAHANA INTERNATIONAL IN CHENNAI, INDIA. MY MAIN DUTIES WERE SELLING DIAMOND AND GOLD JEWELLERY TO CLIENTS IN THE UAE. I WAS SUPPORTING PRIMARILY THE PAKISTANI AND INDIAN ACCOUNTS.

I AM A VERY FAST LEARNER. I AM ALWAYS SEEKING NEW CHALLENGES AND THRIVE UNDER PRESSURIZED WORKING ENVIRONMENTS. I HAVE A LOT OF WORKING EXPERIENCE AND A WEALTH OF KNOWLEDGE OF VARIOUS TYPES OF PEOPLE BECAUSE OF MY TRAVELS. I AM PREPARED TO WORK SHIFTS AND I AM SURE I WILL BE AN ASSET TO YOUR COMPANY AS I AM A PEOPLES PERSON, SERVICE AND SALES ORIENTATED AND I ENJOY SPEAKING TO CLIENTS AND I HAVE DONE SO MOST OF MY LIFE.

REGARDS

IMTHIAZ

**RESUME OF IMTHIAZ MUSTAFFA**

1. PERSONAL DETAILS:

FIRST NAME : IMTHIAZ

SURNAME : MUSTAFFA

ID NUMBER : 6504205994089

PASSPORT NUMBER : A02789008

COUNTRY OF ORIGIN : SOUTH AFRICA

MARITAL STATUS : MARRIED

ADDRESS : 83 EDSA STREET, MANDALUYONG

TELEPHONE NUMBER : 09062504351

EMAIL : [mfi\_78615@yahoo.com](mailto:mfi_78615@yahoo.com)

SKYPE ID : Imthiaz Mustaffa +639062504351

2. EDUCATION

SENIOR CERTIFICATE GRADE 12 : 1981

ML SULTAN TECHNICON : 1982-1985 (MERCANTILE LAW & BUSINESS MANAGEMENT) DIPLOMA

FINANCIAL ADVISOR CERTIFICATE : 1994-1995 (FSA)

3. WORK EXPERIENCE

**JOB TITLE 1** **: SOCIAL MEDIA TECHNICAL ADVISOR (MULTILINGUAL)**

YEARS EMPLOYED : AUGUST 2016 TO JUNE 2017

ORGANIZATION NAME : TELEPERFORMANCE

CITY : MOHANDISEEN, CAIRO, EGYPT

**RESPONSIBILITIES**

ADDRESS QUERIES/COMPLAINTS FROM CUSTOMERS RELATING TO TECHNICAL ISSUES WITH THEIR DEVICES

TROUBLE SHOOTING

RESOLVING ISSUES

ALWAYS ENSURING CUSTOMER SATISFACTION

INBOUND/OUTBOUND CALLS

**JOB TITLE 2** **: CUSTOMER SERVICE REPRESENTATIVE**

YEARS EMPLOYED : MARCH 2016 - JULY 2016

REASON FOR LEAVING : BETTER OPPORTUNITIES AND SALARY

ORGANIZATION NAME : VODAFONE, UK ACCOUNT

CITY : 6TH OF OCTOBER CITY, CAIRO, EGYPT

**RESPONSIBILITIES**

ADDRESS QUERIES/COMPLAINTS FROM CUSTOMERS RELATING TO THEIR ACCOUNT BALANCE

TROUBLE SHOOTING AND RESOLVING TECHNICAL ISSUES, MAINTAINING CUSTOMER SATISFACTION AND LOYALTY

**JOB TITLE 3** **: ENGLISH TEACHER**

YEARS EMPLOYED : AUGUST 2015 - FEBRUARY 2016

REASON FOR LEAVING. : PART TIME POSITION

ORGANIZATION NAME : SALAMANCA INTERNATIONAL LANGUAGE SCHOOL

CITY : DOKKI, CAIRO, EGYPT

**RESPONSIBILITIES**

PERFORM DUTIES ASSIGNED TO ME FOR EXAMPLE:

\*PREPARE AND GIVE ENGLISH LESSONS TO GRADE 3 TILL GRADE 5 STUDENTS AT ALAKHTANUN SCHOOL IN 5TH SETTLEMENT

\*MONITOR CLASS ROOM

\* GIVE MONTHLY PROGRESS REPORTS OF STUDENTS.

\* PREPARE AND GIVE ENGLISH TUTORING TO PRIVATE STUDENTS IN MAADI AND NASSER CITY

ASSIST STUDENTS WITH ENGLISH READING AND SPEECH AS A SECOND LANGUAGE

**JOB TITLE 4 : ENGLISH INSTRUCTOR**

YEARS EMPLOYED : SEPTEMBER 2014 TILL JUNE 2015

REASON FOR LEAVING : PART TIME POSITION

ORGANIZATION NAME : KESTEL EDUCATION CENTER

CITY : ALANYA, TURKEY

**RESPONSIBILITIES**

* INSTRUCT ADULTS ON BASIC CONVERSATION.
* USE TECHNIQUES SUCH AS ROLE PLAY AND DEBATES
* TEACH KG TO GRADE 4
* CREATE FUN AND EDUCATIONAL ENVIRONMENT

**JOB TITLE 5 : TEACHERS ASSISTANT**

YEARS EMPLOYED : FEBRUARY 2014 TILL AUGUST 2014

REASON FOR LEAVING : PART TIME POSITION

ORGANIZATION NAME : MAZ INTERNATIONAL SCHOOL

CITY : KUALA LUMPUR, MALAYSIA

**RESPONSIBILITIES**

* DISCUSS ASSIGNED DUTIES WITH CLASSROOM TEACHERS TO CO ORDINATE INSTRUCTIONS
* PREPARE LESSON MATERIAL
* MONITOR CLASS ROOM
* OPERATE AUDIO VISUAL EQUIPMENT
* TYPE AND FILE RECORDS
* COLLECTION OF MONIES FOR SCHOOL RELATED PROJECTS
* ORGANIZE GAMES AND RECREATIONAL FACILITIES

**JOB TITLE 6 : CSR/SALES**

YEARS EMPLOYED : JUNE 2013 TILL JANUARY 2014

REASON FOR LEAVING : PART TIME POSITION

ORGANIZATION NAME : SHAHANA INTERNATIONAL

CITY : CHENNAI, INDIA

**RESPONSIBILITIES**

* CALL EXISTING CLIENTS AND NEW CLIENTS AS WELL TO INFORM THEM ABOUT OUR NEW RANGE AND OFFERS
* ENSURE CUSTOMER SATISFACTION
* TAKE TELEPHONE CALLS FROM CLIENTS WHO HAVE QUERIES AND CONCERNS AND RESOLVE THEIR ISSUES
* KEEP PROPER RECORD OF ALL SALES

**JOB TITLE 7 : CALL CENTER AGENT**

YEARS EMPLOYED : MARCH 2010 TILL SEPTEMBER 2012

REASON FOR LEAVING : TRAVEL

ORGANIZATION NAME : M-WEB

CITY : CAPE TOWN, SOUTH AFRICA

**RESPONSIBILITIES**

* RESOLVING ISSUES REGARDING INTERNET AND ADSL QUERIES/COMPLAINTS
* TROUBLE SHOOTING
* ENSURING CUSTOMER SATISFACTION

**JOB TITLE 8 : COMMODITY BROKER**

YEARS EMPLOYED : 2004 - 2009

REASON FOR LEAVING : SALE OF BUSINESS

ORGANIZATION NAME : WIM IMPORT AND EXPORT

CITY : LONDON AND DUBAI

POSITION HELD : DIRECTOR

**RESPONSIBILITIES**

* MANAGE STAFF
* DEAL DIRECTLY WITH CLIENTS
* LIASING WITH SALES STAFF AND CHECKING OF SPREAD SHEETS
* LIASING WITH RELATIVE CUSTOM OFFICIALS AND SHIPPING COMPANIES

**JOB TITLE 9 : FINANCIAL ADVISOR**

YEARS EMPLOYED : 1996 - 2003

ORGANIZATION NAME : WIM INVESTMENT CC

CITY : DURBAN, SOUTH AFRICA

POSITION HELD : MANAGING DIRECTOR

**RESPONSIBILITIES**

* APPROACHING CLIENTS FOR NEW BUSINESS
* MOTIVATING SALES TEAM
* FOLLOW UP ON NEW AND EXISTING CLIENTS
* DOING A COMPLETE FINANCIAL NEEDS ANALYSIS FOR CLIENTS
* ORGANIZE AND HEAD MOTIVATIONAL SPEAKING