

ALI SIDDIQUI

New Delhi, India | [LinkedIn](#) | +91 8810292013 | alisiddiqui988@gmail.com

EDUCATION

Indian School Muscat <i>Commerce (Maths) : 78%</i>	Muscat, Oman <i>Graduation: 2019</i>
Ideal Institute of Management and Technology <i>Bachelor of Business Administration (Computer Aided Management)</i>	Delhi <i>Graduation: 2023</i>

WORK EXPERIENCE

British Airways <i>Service Advisor</i>	Noida <i>July 2024 - Present</i>
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- Provided technical support for ticketing, fare calculations, and automated booking systems.
- Analyzed customer data to improve service efficiency and reduce complaint resolution time.
- Managed advanced ticketing reissues, queue automation, and data reconciliation.
- Contributed to system enhancements and digital transformation projects.

eDreams Odigeo <i>Process Associate</i>	Gurgaon <i>December 2023 - June 2024</i>
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- Optimized CRM tools for sales and customer service operations.
- Used data-driven insights to improve customer retention and maximize conversions.
- Implemented automation strategies to enhance response time and workflow efficiency.
- Met and exceeded monthly sales targets through effective communication and persuasion techniques
- Adapted quickly to product knowledge updates and changes in sales tactics

NbliK <i>Operations</i>	New Delhi (Remote) <i>April 2023 - November 2023</i>
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- Managed sourcing/onboarding of writers and assortment planning to maintain a competitive edge
- Led market research using analytical tools & improved category management via automation
- Oversaw category operations, inbound planning, catalog monitoring, and profit margin optimization

TRAININGS

Product Management IIM Kozhikode (2025)	Financial Analyst Udemy (September 2022)
Project Management LinkedIn (July 2023)	Business Analytics Internshala (June 2022)
Consultant Programme Accenture (March 2023)	

SKILLS AND INTERESTS

Skills:

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| • Microsoft Office (Excel, PowerPoint, Word) | • Data Analysis | • Business Consulting |
| • Project Management | • Customer Relationship | • Client Management |
| • Team Management | • Product Management | • Scrum |
| • Sales | • Salesforce | • Wireframing |

Interests: Sports (Football, Basketball, Golf, Badminton, Cricket), Gaming, E-Sports.