



# AMMAR SALEEM

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NATIONALITY: PAKISTAN

RESIDENT: AL KARAMA  
DUBAI, U.A.E

## SKILLS

- MS WORD
- MS EXCEL
- POWERPOINT
- DATA ENTRY
- MICROSOFT DYNAMICS AX
- PDF EDITOR
- ADOBE PHOTOSHOP
- ADOBE ILLUSTRATOR
- ADOBE PREMIER PRO
- ADOBE AFTER EFFECTS
- ORACLE / ERP /CLOUD B ACCOUNTING SOFTWARE
- INPAGE URDU TYPING
- FILMORA VIDEO EDITOR
- PRODUCT PHOTOGRAPHY
- DIGITAL DESIGN
- COMPANY BRANDING
- LOGO DESIGNING

## WORK EXPERIENCE

### Assistant Admin & Accounts (E-Commerce Sales Associate) (F&B)

CakeWalk Bakery LLC , Dubai U.A.E

NOV 2021 - PRESENT

#### Admin & Accounts

- Addressed problems with accounting, billing, and service delivery to maintain customer satisfaction.
- Increased sales and customer satisfaction through personalized servicing.
- Created and maintained databases to track and record customer data.
- Managed filing system, entered data and completed other clerical tasks.
- Maintained office supplies inventory by checking stock and ordering new supplies.
- Created and updated records and files to maintain document compliance.
- Provided clerical support to company employees by copying, and filing documents.
- Updated spreadsheets and databases to track, analyze, and report on performance and sales data.
- Recorded and tracked operational expenses to identify and eliminate wasteful spending.
- Ordered goods from various vendors to maintain store Raw Material levels for Production.

#### E-Commerce Sales Associate (Website & Graphics Designing)

- Monitor sales, promotions, marketing and social media programmes, and activities over digital platforms.
- Involves a remit of increasing product sales via the company websites, improving online conversion rates and promoting products online to make it easier for customers to search and purchase.
- Testing marketing concepts and ideas ,Checking campaign performance
- Delivering regular reports and analysis of web traffic, sales and conversion metrics
- Coordinate order processing, delivery and returns of customer orders.
- Manage operations for service excellence , quality and customer satisfaction.
- Monitor and maintain smooth functionality of website.
- Monitor fulfilment of customers' orders via store pick or delivery service.
- Monitor sales, promotions, marketing and social media programs, and activities over digital platforms.
- Operate and maintain existing IT infrastructure and networks based on standard operations procedures.
- Designed website layouts, templates, and unique branded looks.
- Applied knowledge of production to create high-quality images.
- Design and execute layouts/marketing assets for homepage features, landing pages, digital marketing, social media, site banners, packaging, product labels.
- Created artwork for product packaging and promotional materials.
- Photo Editing and enhanced existing artwork and graphics.
- Utilized Adobe Creative Suite and Microsoft Office Suite to develop creative designs.
- Developed graphics and visual content for social media campaigns.

### Assistant Admin & Accounts (Health Management System)

Trees Technologies, Islamabad Pakistan

2017-2020

- Updated Human Resources Information System (HRIS) database, maintained data accuracy.
- Trained, supervised and evaluated workers.
- Reconciled cash drawer at start and end of each shift, accounting errors, and resolving discrepancies.
- Updated account information to maintain customer records.
- Responded to customer requests for products, services, and company information.
- Developed and updated databases to handle customer data.
- Investigated and resolved accounting, service.
- Training to Reception staff in Medical Field (Hospitals, Labs) at CarePoint (Cloud Base Application)
- Prepare Audit report of Receptionist staff and also give instruction.
- Training Cloud Base Application to Medical Staff (Doctors, Staff Nurse, and Finance & Accounts Dept.) A Major part of Operations & Support.
- Completed data entry tasks with accuracy and efficiency.
- Resolved discrepancies in data entry activities for accurate, complete jobs.
- Conducted audits of existing data entry processes.
- Performed troubleshooting to correct computer hardware and software malfunctions.
- Explained technical information in clear terms to promote better understanding for non-technical users.
- Set up and maintained user accounts and client access.
- Recommended new and replacement hardware and software purchases.
- Performed installation, maintenance and repair for complex internal computer hardware and various software applications.
- Tested new software and hardware prior to deployment.

## Educational

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### ○ BACHELOR OF COMMERCE

UNIVERSITY OF THE  
PUNJAB, LAHORE ,  
PUNJAB PAKISTAN  
2015

Accounting & Finance

### ○ DIPLOMA COMPUTER GRAPHICS MOTIONS

NATIONAL UNIVERSITY  
OF TECHNOLOGY,  
ISLAMABAD, PAKISTAN  
2022

GRAPHICS DESIGNER  
DIGITAL WEB , PRINTS ,  
VIDEOS & MOTIONS

### ○ DIPLOMA OF COMPUTER SCIENCE

SKY TOUCH INSTITUTE  
OF COMPUTER  
SCIENCE, JHANG  
PUNJAB, PAKISTAN  
2014

BASIC COMPUTER COURSE

## Front Desk Receptionist

Maryam Memorial Hospital, Islamabad Pakistan

2018-2019

- Collected room deposits, fees, and payments.
- Maintained files and records by implementing effective filing systems that boosted efficiency and organization.
- Resolved customer issues quickly and notified supervisor immediately when problems escalated.
- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.
- Completed data entry and filing to keep records updated for easy retrieval.
- Entered and updated sensitive customer information during check-ins and room changes.
- Confirmed appointments, communicated with clients, and updated client records.
- Assisted internal staff with clerical and administrative needs to maximize efficiency and team productivity.
- Collected payments, processed transactions and updated relevant records.
- Helped office staff prepare reports and presentations for internal or client-related use.
- Completed all tasks in compliance with company policies and procedures.

## Computer Operator & Production Supervisor (F&B)

Khuwaja Sweet & Bakers ,Jhang Pakistan

2016-2017

- Maintain Production Level of Finished Goods,
- Check and Balance of raw Material Store Stock,
- Check Quality Assurance of Raw Material & Finished Goods.
- Product Recipes Creation and Handling in Oracle Database Systems
- Maintain Supply of Finished Goods.
- Supervise Oracle Database Systems Implementation
- Generated reports covering details about data, system operation, and error monitoring.
- Trained team members in successful strategies to meet operational and sales targets.
- Documented discrepancies, referring discovered issues to supervisor for remediation.
- Retrieved information and performed data entry using appropriate computer programs.
- Developed and tested software solutions to meet customer needs.
- Installed, modified, and repaired software and hardware to resolve technical issues.
- Analyzed user requirements and developed solutions to meet needs.
- Provided basic end-user troubleshooting and desktop support.

## Computer Operator Production (F&B )

Cakes & Bakes ,Lahore Pakistan

2014-2016

- To Prepare Daily Overview Report, Cost of Production Report(CPR).
- Raw Material Costing Report(RMC)
- Further issuance , Sales Stock Report , Avg. Stock Report
- Responsible to put timely production plan as per demand
- Production data (F.G to dispatch ,WIP to store) in ERP Database software within specific format and forms
- Oversee and ensure all data entered correctly.
- Assist higher production management in coordinating Human Resource Department

## Computer Hardware Technician

M Y Traders Jhang, Pakistan

2009-2013

- Tested and installed motherboards, processors, and graphics cards on desktop Systems for corporate staff.
- Used diagnostic tools to identify hardware failures and replace non-functional components.
- Linked computers to network and peripheral equipment.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Performed troubleshooting to correct computer hardware and software malfunctions.
- Completed routine and complex software installations, assisting users of various levels of computer sophistication in operation of new and existing software.
- Recommended new and replacement hardware and software purchases.
- Installed and configured operating systems and applications.
- Removed malware, ransomware, and other threats from laptops and desktop systems.
- Installed, configured and maintained computer systems and network connections.
- Diagnosed and troubleshoot hardware, software and network issues.

## ABOUT ME

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Hardworking and passionate job seeker with strong organizational skills eager to secure entry level Admin & Accounts , Graphics Designer position. Ready to help team achieve company goals. Organized and dependable candidate successful at managing multiple priorities with a positive attitude.