



AQSA ZAHEER

📍 Dubai, United Arab Emirates 483

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✉️ Qszaheer25@gmail.com

SKILLS

- Process improvement strategies
- Performance Management
- Risk Management
- Process Improvement
- Health and Safety
- Financial awareness
- Microsoft Office Suite expert
- Multi-unit operations management
- Inventory control
- Procedure development

SUMMARY

Dedicated Operations Manager and effective leader who excels at using proven methods and cutting-edge technology to successfully cut costs, streamline operations and increase productivity.

EXPERIENCE

March 2023 - March 2024

OPERATIONS MANAGER ALHAYAT GROUP OF COMPANIES |
Pakistan

- Streamlined operations to consistently deliver on targets.
- Trained and mentored high-performing team through regular performance reviews, individual feedback and professional coaching.
- Analysed customer data to identify opportunities and improve relationships.

January 2020 - February 2022

OPD MANAGEMENT INCHARGE COMBINED MILITARY HOSPITAL |
Pakistan

- Scheduled meetings with families of patients to explain benefits, risks and projected outcomes of proposed treatments.
- Used broad knowledge, clinical experience and critical thinking to determine diagnoses of patients, practising accuracy in assessment findings.
- Oversaw daily patient care activities of unit to assess, monitor and record condition of patient, reporting updates to physicians.
- Engaged in program development and implementation of operating policies and procedures to provide roadmap for daily operations.

May 2018 - November 2019

Customer Service Representative Next Gen Technologies (Pvt) Ltd. | Pakistan

- Assisted customers with product-related questions, feedback and complaints.
- Served as point of escalation for complex customer issues, capturing timely resolution to drive client retention.
- Maximised customer satisfaction by resolving service issues promptly.
- Assisted in fulfilment of customer orders placed in person, via email, online and by telephone.
- Monitored email to promptly collect and respond to complaints.

- Promoted company products using approved techniques, increasing revenue and exceeding performance expectations.

EDUCATION

01/2021

BACHELORS | BUSINESS AND FINANCE

ALLAMA IQBAL OPEN UNIVERSITY (Continue)

01/2018

INTERMEDIATE | COMMERCE

MODERN COLLEGE OF COMMERCE AND SCIENCES

01/2017

BASIC OFFICE AUTOMATION

STUDENT WELFARE SOCIETY

01/2016

MATRIC | COMPUTER SCIENCES

GLORIOUS ENGLISH SCHOOL

LANGUAGES

Urdu: First Language

eng:

C2

 Proficient

PERSONAL DETAIL

- Nationality
- Pakistani
- Gender
- Female
- Date of birth
- 20/09/2001
- Passport Number
- JQ5126472
- Visa status
- visit visa