

# MUBINA DURRANI

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Lahore, 54000 Pakistan

## SUMMARY

Efficient Office Assistant with three years of experience answering high-volume calls and in-person inquiries. Diligent, respectful attitude to dealing with clients and colleagues. Flexible and hardworking approach to streamlining internal processes.

Well-rounded Office Assistant possessing excellent clerical and team support abilities. Skilled in scheduling meetings and appointments and organizing office operations. Punctual professional committed to satisfying customer needs and meeting office demands.

Industrious administrative team member with proven organizational, time management and multitasking abilities of planned works and centralised support services. Consistently seeks ways to increase office efficiency and boost team productivity with exceptional clerical support.

Polite and attentive Assistance offering excellent customer service, organization and time management skills. Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised.

Hardworking employee with customer service, multitasking and time management abilities. Devoted to giving every customer a positive and memorable experience.

## SKILLS

- Customer Service
- Meeting Planning
- Prioritizing Work
- Scheduling
- Clerical Support
- Strong Problem Solver
- Office Administration
- Data Entry
- Understands Grammar
- Mail Handling
- Call Handling
- Advanced MS Office Suite Knowledge
- Administrative Support
- Mail Distribution
- Documentation and Reporting
- File Maintenance
- Filing and Data Archiving
- Positive Attitude

## EDUCATION AND TRAINING

10/2018 **Master Of Arts, Human Resource Management**  
*Virtual University Of Pakistan*, Lahore

12/2013 **Bachelor Of Arts, Language Arts Education**  
*University of The Punjab*, Graduation

**Some College (No Degree), PGD Diploma in Computer Science**  
*Government College For Women, Samanabad Lahore*, Lahore

## LANGUAGES

English: B2  
Upper Intermediate

## EXPERIENCE

01/2021 - Current

### ***Office Assistant, Sui Northern Gas Pipelines , Lahore, Pakistan***

- Provided administrative support to staff members, including copying and scanning documents, filing paperwork, and ordering supplies.
- Organized office operations and procedures, such as managing calendars, scheduling appointments, preparing reports and maintaining records.
- Performed data entry tasks into various computer systems accurately and efficiently.
- Assisted with projects as needed by researching information through other sources.
- Answered phone calls and welcomed visitors to office.
- Operated photocopiers and scanners, facsimile machines and personal computers.
- Communicated with customers, employees and vendors to answer questions and address complaints.
- Collected and entered payment data into system, maintaining complete confidentiality and accuracy.
- Typed and formatted letters, memos, reports, statements, forms and other documents from rough drafts or corrected copy using typewriter or computer.

01/2021 - 10/2023

### ***Secretary, Sui Northern Gas Pipelines Ltd , Lahore , Pakistan***

- Provided administrative support to the office manager and other staff members.
- Organized and maintained executive calendars, including scheduling meetings, travel arrangements and conference calls.
- Prepared documents such as memos, letters, reports, spreadsheets and presentations using Microsoft Office applications.
- Answered incoming phone calls, responded to inquiries and transferred calls as needed.
- Coordinated meeting logistics such as room reservations and catering services.

01/2013 - 12/2020

### ***Records Clerk, Sui Northern Gas Pipelines Ltd , Lahore, Pakistan***

- Maintained accurate and up-to-date records of all documents and files.
- Prepared, sorted and indexed documents for data entry into the computer system.
- Scanned and uploaded documents into the database in accordance with established procedures.
- Retrieved requested files from archives as needed.

## ONLINE COURSES

- Alison- Introduction to SAP.
- Great Learning- HR Database Management System.