

FAISAL NAWAZ

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PROFESSIONAL SUMMARY

With over 10 years of experience as an office assistant/Administration, I've honed my skills in administrative support, organization, and effective communication.

EXPERIENCE

Administration Officer, First Trade Hub General Trading January 2022 – May 2024

- Interacted with customers by phone, email, or in person to provide information.
- Answered multi-line phone system, routing calls, delivering messages to staff, and greeting visitors.
- Tracked office supplies and restocked low items to keep team members on-task and productive.
- Coordinated communications, financial processing, registration, recordkeeping, and other administrative functions.
- Edited documents to improve the accuracy of language, flow, and readability.
- Assisted in preparing and processing payroll to facilitate prompt staff payments.
- Identified and communicated customer needs to supply chain capacity and quality teams.

Client Services Officer, HSBC – by MEA Resources May 2017- July 2019

- Printing return advices/sorting/attach cheques/DML/Dispatch.
- Data entry of all transactions (Cheques, ATM) received with full description.
- Prepare daily and monthly basis reports for management.
- Liaise with the colleagues and supervisor for smooth processing.
- Updating CCS system. Manual entries of CDM deletes/return in CCS/ Dispatch.
- Sorting HCQ & CLG. Receiving CDM bins Morning & Evening.
- Pullout of supervisor and DCB deletes as per report.
- Capturing cheques on NDP, data correction & balancing Outward.

Executive Officer, Punjab Education Foundation April 2010- November 2016

- To maintain all the records of partner schools, application processing, agreement signing, monitoring reports, preparation of payment record etc.
- Data entry of all school record with full description.
- Provide administrative support to Addition Director and staff.
- Carry out administrative duties like filing, typing, copying, scanning of documents.
- Exhibits professional and polite communication via calls, emails and mails.
- Preparation schools' monthly payments and assists Finance Section to the extent of monthly payment checking.
- Liaise with the Assistant Director and colleagues to ensure that all processes are finalized smoothly.
- To prepare position holders' data in PEC/Board exams of partner schools, data for teacher's honorarium/top schools.
- To assist to organizing District Coordination Meetings as per the SOPs.
- Answer phone calls and reply emails.

Site Assistant, Dubai Contracting Company**July 2007- February 2009**

- Answer phone calls and redirect them when necessary
- Manage the daily/weekly/monthly agenda and arrange new meetings and appointments
- File and update contact information of employees, customers, suppliers and external partners
- Organize office and assist associates in ways that optimize procedures
- Sort and distribute communications in a timely manner
- Create and update records ensuring accuracy and validity of information
- Data entry of all transactions received with full description.
- Carry out administrative duties like filing, typing, copying, scanning of documents.
- Arranging transportation for labours, preparing labour leave list.

Office Assistant, MachPart**November 2001- March 2007**

- Manage the filing, storage and secrecy of documents.
- Make travelling arrangements for management and senior staff such as bookings flights, car and hotel, Restaurant booking.
- Manage the repair and maintenance of computer and office equipment.
- Answer phone call, schedule meetings and support visitors accordingly.
- Provide administrative support to staff to ensure efficient operation of office.
- Carry out administrative duties like filing, typing, copying, scanning of documents.
- Exhibits professional and polite communication via calls, emails and mails.

EDUCATION**Higher Secondary School Certificate****1998**

Government Islamia College, Civil Lines, Lahore – Pakistan

Hotel Management Diploma**2005**

TDCP (Institute of Hotel Management & Tourism) Lahore – Pakistan

Diploma in Computer Applications**1999**

Royal Falcon Computer College Lahore – Pakistan

SKILLS

Communication, File/Paper Management, Equipment Handling, Data Entry, Computer

AWARDS/RECOGNITIONS/VOLUNTEER WORK

- Recognition of Participation in Pre-QAT (FAS-Phase VII).
- Letter of Acknowledgement.
- Certificate in Recognition of Meritorious Services.