|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | A B O U T M E |  | |  | Ibrahim Qureshi  IT/ med lab tech & Front desk specialist **Experience****Holstien dairy farm**(2016-2018)  * Logged, compiled, and maintained essential farm data for admin manager and CEO. * Recorded daily milk production data and tracked health trends. * Responsible for communication with concerned health departments * Collected dairy samples and for weekly quality reporting * Addressed technical issues within the IT department. * Assisted in managing farm operations and data organization.  **Instacom internet service provider** (2020-MID 2022)  * - Receptionist role responsibilities: * - Welcome and guide new customers * - Listen to customer queries * - Provide relevant information * - Assist in choosing internet packages * - Handle and forward complaints * - Maintain customer bill status   ***Achievements: Increased customers by 40% and decreased complaint to resolution time by 80%.*** **National database & registration authority**(MID2022-Currently employed)  * Government-operated department that deals with registration of legal of citizens * Data entry operator & junior executive * Computer and networks technician * Responsible for citizen registration * Responsible for Issuance of CNIC (Computerized National Identification Number) * Tasks involve monitoring, background checks, and conducting interviews   ***Achievements: Improved process efficiency by reducing applicant wait time with checkpoints and information counters.***  **Skills**   * Experienced computer technician * Versatile and trained in diverse interactions * Trained to work with groups or teams * Keen Observer and Detail-Oriented Perfectionist * Proficient in customer handling * Adept troubleshooter |
| Versatile problem-solver with a strong focus on seamless operations, adept at handling diverse interactions and ensuring exceptional services. | | | | | |
|  | C O N T A C T | | | |  |  |
|  | | Ibraheemasim13@gmail.com | | | |  |
|  | | +923109702726 (Whatsapp) | | | |
|  | |  | | | |
| Kohat, KPK Pakistan | | | | | |
|  | | | | | |
|  | | E D u c a t i o n | | |  |
|  | | | | | |
|  | | National insititute of medical sciences Medical Lab Technician -2021 | | | |
|  | | coMPROS COMPUTER COLLEGE Computer network and technical solutions expert  -2017 | | | |
|  | | Board of intermediate & secondary education Matriculate -2014 | | | |

