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|  | A B O U T M E |  |  | Ibrahim QureshiIT/ 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 |  |  |
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|  |  |
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|  | E D u c a t i o n |  |
|  |
|  | National insititute of medical sciencesMedical Lab Technician -2021 |
|  |  coMPROS COMPUTER COLLEGEComputer network and technical solutions expert -2017 |
|  | Board of intermediate & secondary educationMatriculate  -2014 |

