ABOUT ME

Versatile problem-solver with a strong focus on seamless operations, adept at handling diverse interactions and ensuring exceptional services.

CONTACT

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📍 **Kohat, KPK Pakistan**

EDUCATION

NATIONAL INSITITUE OF MEDICAL SCIENCES
Medical Lab Technician
-2021

COMPROS COMPUTER COLLEGE
Computer network and technical solutions expert
-2017

BOARD OF INTERMEDIATE & SECONDARY EDUCATION
Matriculate
-2014

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