**IRFAN**

**Swabi, KPK, Pakistan • Tel: (+92) 334 1902007 • Email:** **fphcirfan@gmail.com**

Seasoned IT professional with 12 years of experience. Proven expertise in system administration, network management, and troubleshooting. Adept at implementing innovative IT solutions to enhance organizational efficiency and security.

**Education:**

**2017-2019 *Bachelor of Arts* (WKUM) Abdul Wali Khan University Mardan (Country, Pakistan)** I have study in Sociology.

**2014-2015 (DIT) *Diploma Information Technology*  TTBP (Country, Pakistan)**

**Work Experience:**

**Currently Working**

**2021– 2024 *Personal Assistant* Ex-Chairman NAB Country (Pakistan)**

**Main Responsibility:**

* **Schedule Management**: Organizing and maintaining the employer's calendar, scheduling appointments, meetings, and events, and ensuring there are no scheduling conflicts.
* **Communication Management**: Handling incoming and outgoing communication, including emails, phone calls, mail, and social media, often acting as the first point of contact.
* **Task and Project Management**: Assisting with various personal and professional projects, from initial planning stages through to execution and completion.
* **Travel Arrangements**: Planning and organizing travel, including flights, accommodations, and itineraries, both for business and personal trips.
* **Document and File Management**: Organizing and maintaining files and records, both digital and paper, ensuring everything is kept up-to-date and easily accessible.
* **Financial Management**: Assisting with budgeting, managing expenses, and possibly handling bill payments and payroll duties.

**2018– 2021 *Marketing Manager* ZIP (Zamani International Pakistan Ltd) Country (Pakistan)**

**Main Responsibility:**

* **Market Research:** Analyzing market trends and customer needs to tailor marketing strategies effectively.
* **Strategy Development:** Creating comprehensive marketing plans to enhance brand awareness and drive sales.
* **Budget Management:** Allocating and managing the marketing budget to maximize return on investment.
* **Stakeholder Communication:** Collaborating with other departments, senior management, and possibly external partners to ensure a cohesive approach to marketing.
* **Brand Management:** Ensuring all aspects of marketing and promotions align with the brand and enhance its presence in the market.

**2014 – 2018 *Computer Clerk PMPKL* (Phillip Morris Pakistan Ltd) Country (Pakistan)**

**Main Responsibility:**

* + Handling incoming calls and other communications.
	+ Managing filing system.
	+ Recording information as needed.
	+ Greeting clients and visitors as needed.
* Implement and oversee quality assurance processes to ensure products meet specifications and standards.
* Lead and motivate a team of quality inspectors and technicians, providing training and guidance to enhance their skills.
* Prepare and present quality performance reports to management, highlighting key metrics and improvement initiatives.

**2011 – 2014 *Logistic Assistant FPHC* (Frontier Primary Health Care) Country (Pakistan)**

**Main Responsibility:**

* + Draft an email to inform a team member about a change in the delivery schedule. Clearly convey the information and any necessary instructions.
	+ Given a list of items with quantities, organize and update an inventory spreadsheet. Include columns for item names and current stock levels.
	+ This test provides a practical demonstration of your skills in inventory management; order processing, documentation, problem resolution, coordination, and communication – key aspects of a logistics assistant role.

**Relevant Skills:**

* + Advanced skills in Microsoft Office (Word, Excel, and PowerPoint) and Google Workspace.
	+ \*Data Management.
	+ Expertise in Data entry, Database Management, and Data Analysis using tools such as Word, Excel, Access, and SQL.
	+ Project Management.
	+ Familiarity with project management software like Microsoft Project or Asana.

**Professional Certifications:**

One Year Certificate of Ms office, Coral Draw, Hardware, Software installation, in page, typing speed 30 WPM.

I have 12 Years Experience in Information Technology (IT).

**Language:**  English, Urdu, Pashto