






Mahro Nisa Waris

An ambitious, enthusiastic and talented individual with a keen eye for detail and education, experience and skills could be utilized in achieving organization goals. Seeking a challenging position, environment & people in a well reputed organization where I can learn new skills, expand my knowledge, and leverage my learnings. To get an opportunity where I can make the best of my potential and contribute to the organization's growth.

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 Rashidiya Dubai , UAE

WORK EXPERIENCE

As Customer Services Representative IGET Solutions, Lahore

02/2021 - 06/2023

Pakistan

Achievements/Tasks

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries
- Communicating with customers through various channels
- Keeping records of customer interactions, transactions, comments, and complaints
- Contribute to team effort by accomplishing related results as needed
- Handle complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution
- Keep records of customer interactions, process customer accounts, and file documents

As Admin and Document Controller Science Foundation high School

04/2020 - 02/2021,

sheikhoura Pakistan

Achievements/Tasks

- Preparing, organizing and storing information in paper and digital form.
- Managing diaries, scheduling meetings
- Dealings with end to end documentations.
- Dealing with queries on the phone and by email.
- Responsible for all administrative and general Activities
- Published jobs ads.

As General Secretary IEEE USB SB, UCP Lahore

2020- 2021

UPC Pakistan

Achievements/Tasks

- Managed and organized documentation and maintained accurate records
- Collaborated with teams to gather, compile, and maintain project-related documentation
- Assisted in the preparation and distribution of reports, memos, and presentations.
- Responsible for planning with the team for an event

EDUCATION

BS ENGLISH

University of Central Punjab

2021

Pakistan

SKILLS

MS Office, MS Word, MS Excel , MSPowerPoint,

Technical HR skills

Problem Solving skills

Ability to coordinate multiple tasks

Ability to work with tight deadlines

Decision Making & Strategic

Ability to work under

PERSONAL

Marital Status: Married

Gender: Female

Visa Status: Spouse

CERTIFICATIONS

Event Organizer

Art and Craft

Personal Development

Data Modernization with data lake

LANGUAGE

English *Professional Working Proficiency*

Punjabi

Native or Bilingual Proficiency

Urdu

Native or Bilingual Proficiency

Hindko

Native or Bilingual Proficiency

INTERESTS

Interested to explore new things

event organizer

Dealing with management

Interacting with people