

# MUHAMMAD FURQAN

## Administrative Professional

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### SUMMARY

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With over 8 years of experience, I excelled in leading data management and administrative tasks, coordinating staff, and ensuring smooth operations. I meticulously maintained records, facilitated effective communication, resolved issues effectively, and provided expert support, significantly enhancing workflow efficiency and organizational success.

### SKILLS

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|----------------------------|-------------------|---------------------|
| • Report Writing           | • Data Entry      | • Communication     |
| • Team Supervision         | • Data Analysis   | • Problem Solving   |
| • Attention to Detail      | • Data Accuracy   | • Customer Service  |
| • Training and Development | • Data Management | • Technical Support |

### EXPERIENCE

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#### Executive Assistant

##### Rehman Travles – 2020 – 2023

- Prepared office schedules, supervised the activities by handling 20+ tasks weekly.
- Improved reporting accuracy by updating 50+ travel records monthly for senior management.
- Trained new staff, enhanced team efficiency and compliance with company policies.
- Ensured and organized meetings, timely entries, and enhanced operational efficiency by 25%.
- Secured and managed 200+ confidential documents, supporting executive decisions and hiring.

#### Records Manager

##### Graana, Islamabad – 2018 – 2020

- Guided the creation, entry and storage of 100+ documents monthly, ensuring 100% accuracy.
- Coordinated with clients to process 25+ cases weekly, and streamlined operations.
- Conducted data audits, financial management, ensuring integrity and transparency, contributing to a 15% improvement in audit compliance.
- Facilitated communication among teams, tracking changes across 100+ documents, and identified areas for improvement.
- Ensured data integrity, transparency, and enhanced data entry protocols with accuracy.

#### Office Coordinator

##### Shalimar Hotel 4 Star, Rawalpindi – 2016 – 2018

- Oversaw daily data entry and administrative tasks, ensuring smooth office operations.
- Organized and coordinated 10+ meetings monthly, streamlining communication channels and improving response times by 25%.
- Drafted and presented reports weekly, showcasing data entry accuracy and task progress to management, leading to a 10% increase in project completion rates.
- Facilitated customer support, guest arrivals and departures, provided technical support, addressed their queries and resolved their issues.
- Contributed to team coordination, resulting in a 20% improvement in overall organizational efficiency.

## Research Fellow

### USAID – 2015 – 2016

- Conducted and analyzed literature reviews, providing key insights to enhance project outcomes.
- Prepared and submitted reports on activities and present to the manager.
- Transcribed interviews, cleaned data, data entry and then analysis of the data to write a detailed report on the outcome of the project.
- Monitored and reported on project activities and budget monthly, maintaining accuracy and ensuring adherence to financial goals.

## Intern

### National Bank of Pakistan – Feb 2014 – Jul 2014

- Processed 500+ e-Remittances and currency transaction reports monthly, ensuring compliance with regulatory standards.
- Maintained and updated staff loan ledger for 100+ employees, reducing discrepancies by 10%.
- Arranged and documented 50+ LC files and loan proposals, improving customer satisfaction and approval rates by 15%.

## EDUCATION

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- **M. Phil Sociology**

2014-2016

Arid Agriculture University, Rawalpindi

## DIGITAL TOOLS

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- **MS Office:** Creating, editing, and any kind of formatting in **MS Word**. Able to create professional eye catching **PowerPoint** presentation. Professional knowledge of **MS Excel**; data cleaning, formatting, merging, sorting, data analysis, Vlookup, Hlookup, dashboards, pivot tables, financial plans, budgeting, and expense sheets. Click to see my [Fiverr portfolio](#)
- **Digital Marketing:** Professional knowledge of social media platforms, growth algorithms and SEO Strategies, content writing, and designing with **Canva** for Facebook, Instagram, LinkedIn, TikTok posts. I have 1 Lac+ followers on my personal accounts.
- **Websites:** Able to perform **WordPress** installation, website development using WordPress, theme customization, company branding, **Ecommerce** stores using **Shopify**, and product descriptions.