



# MUHAMMAD NOMAN QAZI

Bi-lingual employee with 16+ years of client facing roles is now looking for a job opportunity where I can use my expertise to provide stellar administrative experience and also learn new methods of working from the organization.

## SKILLS

- Strategy development
- Organisation
- Quality focus
- Customer service
- Innovative thinking
- Excellent planning skills
- Negotiation skills
- Ability to multi-task
- Work to deadlines

## EDUCATION

2004

Bachelor of Business Administration (Hons)  
UNIVERSITY OF ARID AGRICULTURE,  
RAWALPINDI

1998

F.Sc (Pre-Eng)  
ISLAMABAD COLLEGE FOR BOYS, G 6/3,

### COMPUTER SKILLS

- CPS (Cloud Payment Solution), E-Front for complaints registration and resolution
- UTIBA, X- Lite dialer software.
- Tally Accounting Software
- Microsoft Windows 07, 10 MS Office Applications (Outlook, Word, Excel, PowerPoint, Access)

## CONTACT

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Baniyas ,Abu dhabi

## REFERENCES

ON REQUEST

## VISA STATUS

Visit Visa /Extendable

## WORK EXPERIENCE

2018 - current  
Administrator

AWAN CONSTRUCTION COMPANY, PAKISTAN

Sites worked on :- Pf chang Isl, Best western Isl, Ramada hotel,  
Al Shifa eye hospital.

- Collaborate with suppliers, subcontractors and vendors to ensure timely delivery of materials and equipment to the construction site.
- Collaborate with the construction manager to coordinate and manage the project team.
- Assign tasks, provide guidance and support, and promote a collaborative work environment.
- Foster teamwork and effective communication among team members.
- Support the implementation and enforcement of quality control procedures and standards.
- Ensure compliance with all applicable laws and permits.
- Improved overall process for year-end inventory audit.
- Organize meetings and make travel arrangements of company's staff and workers for construction sites and other places.
- Designing daily weekly and monthly rota for staff to easily manage the shift /rotational work.

2014- 2018

Assistant Administrator

HASEEB TRADERS , PAKISTAN

- Maintain inventory ,expenses of distribution and client database in Microsoft Office(maintain spreadsheets).
- Received, sorted and delivered mail and faxes to designated recipients to manage workflow.
- Processed invoices, monitored accounts receivables and tracked budget to promote bookkeeping tasks
- Developed systematic filing system to store and organise important records.
- Moderated space planning and design, vendor contracts and relations to preserve facilities manager

2013-2014

Customer Care Executive

WASEELA MICROFINANCE BANK , PAKISTAN

- Maintain periodic status reports, including daily activity report and calls/follow-ups made.
- Generate new customer leads through various channels.
- Ensure customer satisfaction through regular engagement.
- Generate customer queries/issues and facilitate customer service in E.front complain software.
- Attend in bound and out bound calls using X-lite dialing software.
- Resolve utility bill payments and customer remittance issue through CPS software.

2007- 2012

Frontdesk officer /Customer care representative.

AEYZAZ ENTERPRISES, RAWALPINDI

- Assists customers in a branded, friendly, proactive, and efficient manner with appropriate follow-up as necessary.
- Collects payments by accepting cash, check, or charge payments from customers; and makes change for cash customers
- Acts as the site liaison for the services and sales center.
- Works collaboratively with other staff, managers, and resources