



Muhammad Salman

Laboratory Assistant

CONTACT



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EDUCATION

2019-2022

INTERMEDIATE COMPUTER SCIENCE

CB Boys College

2017-2019

COMPUTER SCIENCE

CPNIE SCHOOL

PRO.SKILLS

Microsoft office
Microsoft Words
Microsoft Excel
Microsoft Outlook
Adobe Photoshop
LOGO

HARD SKILLS

Communication skills
Negotiation
Strategy
Basic Book keeping
Social media management
Analytics and Reportting
Coustomer service and community
Management
Data Management and Database System Knowledge
Digital Marketing
Team Work
Time Management

PROFILE

As a skilled and highly motivated professional with experience in various roles such as a call center agent, social media handler, and laboratory assistant, I possess a strong ability to manage multiple tasks efficiently while maintaining a high level of accuracy and professionalism.

As a call center agent, I have developed exceptional communication skills and the ability to handle high call volumes while providing top-notch customer service. I am adept at resolving inquiries, complaints, and technical issues with patience and empathy, always striving to ensure customer satisfaction.

In my role as a social media handler, I have successfully managed and maintained various social media platforms, creating engaging content and responding to customer queries and comments promptly. I have a deep understanding of social media analytics and insights, utilizing this knowledge to develop effective marketing strategies that drive engagement and increase brand awareness.

Furthermore, my experience as a laboratory assistant has equipped me with strong organizational skills and attention to detail. I am proficient in conducting lab tests, accurately recording data, and maintaining laboratory equipment. I have a solid understanding of laboratory safety protocols and possess a keen ability to follow procedures meticulously, demonstrating a commitment to maintaining a clean and organized work environment.

Overall, I am a versatile professional who thrives in fast-paced environments. My diverse experience and strong work ethic make me an excellent candidate for any call center, social media, or laboratory assistant role, and I am eager to contribute my skills and enthusiasm to your team.

EXPERIENCE

2022_2023

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LABORATORY ASSISTANT

1. Conducting experiments and assisting laboratory staff: This involves following specific procedures and protocols to set up, operate, and maintain laboratory equipment and instruments. It may also include preparing reagents, solutions, and samples for analysis or testing.

2. Collecting and analyzing data: Laboratory assistants often assist in data collection and analysis. This may involve recording observations, measurements, and experimental results accurately and clearly. They may also assist in data interpretation and reporting findings to the laboratory staff or researchers.

3. Maintaining laboratory cleanliness and safety: Laboratory assistants play a crucial role in maintaining a clean and organized laboratory environment. They are responsible for cleaning and sterilizing equipment and work areas, properly disposing of waste, and ensuring compliance with safety procedures and regulations. This includes wearing appropriate personal protective equipment (PPE) and following proper handling and storage guidelines for hazardous materials.

4. Assisting in quality control and quality assurance: Laboratory assistants may be involved in the implementation of quality control procedures and ensuring the accuracy and reliability of test results. This may include calibrating and maintaining instruments, participating in proficiency testing programs, and following quality assurance protocols.

5. Inventory management: Laboratory assistants may be responsible for managing laboratory inventory, which includes ordering and stocking supplies, monitoring stock levels, and organizing storage areas.

6. Verifying and reviewing data: Laboratory Assistant must verify the accuracy and completeness of data before entering it. They review source documents for errors, inconsistencies, or missing information and make appropriate corrections or seek clarification when necessary.

7. Organizing and maintaining data files: Laboratory Assistant often organize and maintain electronic or physical data files. This involves creating and updating records, ensuring data integrity, and organizing files in a systematic and efficient manner.

8. Data cleaning and formatting: Laboratory Assistant may be responsible for cleaning and formatting data. This includes removing duplicates, correcting formatting errors, standardizing data formats, and conforming to predefined data entry standards.

9. Performing data quality checks: Laboratory Assistant often perform quality checks to identify and resolve data discrepancies or errors. This may involve running data validation procedures, cross-checking data entries against source documents, or comparing data entries for consistency and accuracy.

10. Managing data entry deadlines and priorities: Laboratory Assistant must work efficiently and effectively to meet data entry deadlines and prioritize tasks. They may need to balance multiple projects simultaneously and ensure timely completion of data entry tasks.

11. Collaborating with team members: Laboratory Assistant often work as part of a team and collaborate with colleagues, supervisors, or other stakeholders. They may need to communicate effectively, share information, and coordinate data entry activities to ensure smooth workflow and data consistency.

12. Providing support in data analysis and reporting: Laboratory Assistant may assist in data analysis or reporting tasks. This could involve extracting and summarizing data, generating reports or graphs, or preparing datasets for further analysis.

LANGUAGE

English
Arabic
Chinese
Hindi
Punjabi

HOBBIES

Book Reading
Photoshoot
Exploring new cultures
Exploring new Technology

2017-2019

ALM.PK

SOCIAL MEDIA SPECIALIST

1. **Developing and executing social media strategies:** Social media specialists are responsible for creating, implementing, and managing strategic social media plans to meet organizational goals. They develop a comprehensive strategy that aligns with the brand's identity, target audience, and overall marketing objectives.

2. **Content creation and scheduling:** Social media specialists create engaging and compelling content for various social media platforms such as Facebook, Instagram, Twitter, LinkedIn, and YouTube. They develop original content, curate relevant articles or videos, and design visually appealing graphics or images. They also schedule posts and manage content calendars to ensure a consistent and timely presence on social media.

3. **Community engagement and customer service:** Social media specialists actively engage with followers, fans, and customers on social media platforms. They respond to inquiries, comments, and feedback in a timely and professional manner. They build relationships, address customer concerns, and manage online reputation by providing excellent customer service.

4. **Monitoring and analyzing social media metrics:** Social media specialists track and analyze key performance indicators (KPIs) to evaluate the effectiveness of social media campaigns. They measure metrics such as engagement rates, reach, impressions, click-through rates, and conversions. They use social media analytics tools and platforms to gain insights, make data-driven decisions, and optimize social media strategies.

5. **Social media advertising and paid campaigns:** Social media specialists may create and manage paid advertising campaigns on social media platforms. They utilize targeting options, create compelling ad copies, set budgets, and monitor the performance of ads. They optimize campaigns based on data analysis to maximize reach, engagement, and conversions.

6. **Monitoring trends and staying up-to-date:** Social media specialists stay informed about the latest industry trends, algorithm updates, and best practices in social media marketing. They continuously monitor the competition, stay up-to-date with new features or tools on social media platforms, and adapt strategies accordingly to ensure the brand remains relevant and competitive.

2017-2018

Abacus Call Center.PK

CALL CENTER AGENT

1. **Customer Service:** The primary role of a call center agent is to provide excellent customer service. This involves answering incoming customer calls, addressing inquiries, resolving complaints, and providing accurate and timely information to customers.

2. **Call Handling:** Call center agents handle a high volume of inbound and outbound calls throughout their shift. They must efficiently and effectively manage these calls, ensuring that each customer's needs are met and their issues are properly addressed.

3. **Product or Service Knowledge:** Call center agents need to have extensive knowledge about the products or services they are representing. They should be able to explain product features, benefits, pricing, and any promotions to customers.

4. **Problem Solving:** Call center agents must be skilled in identifying and resolving customer problems and concerns. They should actively listen to customers to understand their issues and provide appropriate solutions or escalate the matter to a supervisor or relevant department when necessary.

5. **Documentation and Data Entry:** Agents are responsible for accurately documenting customer interactions, including capturing relevant information, complaints, and resolutions in the CRM system. They must ensure that data is entered correctly to maintain accurate records and assist with tracking customer trends or issues.

6. **Upselling and Cross-selling:** In certain call center environments, agents may be required to upsell or cross-sell additional products or services to customers during conversations. This involves identifying customer needs, making relevant suggestions, and persuasively presenting the benefits and features of additional offerings.

7. **Quality Assurance:** Call center agents are often evaluated based on their performance and adherence to quality standards. They may undergo regular evaluations and coaching sessions to improve their skills, meet key performance indicators (KPIs), and ensure excellent customer services..