

Personal Details

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Career objectives

A highly adaptable professional with a history of success in various roles, including customer service, administration, data management, and IT supervision. Seeking a dynamic role that leverages my extensive experience and versatility to meet a company's evolving needs. My objective is to contribute to a team and organization that values adaptability, reliability, and problem-solving skills. Thriving in challenging, fast-paced environments, I am committed to delivering results that consistently exceed expectations and foster a positive and collaborative work environment.

Professional Skills	&	Personal Attributes
✓ IT Infrastructure Management		✓ Multitasking
✓ Team Leadership and Supervision		✓ Adaptability
✓ Security and Compliance		✓ Teamwork
✓ Help Desk Support		✓ Communication
✓ Project Management		✓ Problem-Solving
✓ Training and Education		✓ Leadership
✓ Documentation and Reporting		✓ Time Management
✓ Data Entry and Accuracy		✓ Creativity
✓ Presentation Design and Creation		✓ Attention to Detail
✓ Administrative and Clerical Tasks		✓ Self-Motivation
✓ Recruitment Support		✓ Resilience
✓ Exam Coordination and Logistics		✓ Empathy
✓ Internal Auditing		✓ Conflict Resolution
✓ Event Organization and Management		✓ Critical Thinking
✓ Excellent Customer Service		✓ Organizational Skills
✓ Communication and Interpersonal Skills		✓ Positive Attitude
✓ Problem Solving and Troubleshooting		✓ Cultural Sensitivity
✓ Organizational and Time Management		✓ Strong Negotiation
✓ Attention to Detail		✓ Innovation
✓ Adaptability and Flexibility		✓ Punctuality
✓ Confidentiality and Privacy Compliance		

Short Brief on Professional Experiences

Experiences with Certificates

- Government Employment with Multiple Assign Duties
- Data Entry Operator

08 Years and Counting
- IT Supervisor

04 Years and Counting
- OPD Supervisor

02 Years and 05Month
- Receptionist

02 Years and 05Month
- Customer Sales Representative (CSR)

02 Year Experience
- Assistant Administrator / Office Assistant

03 Year Experience

Experiences without Certificates

- Salesman in Garments Shop04 Year Experience
- HR Recruitment Team Leader03 Year Experience
- Quality Management Representative / Inspection Team04 Year Experience

*Details & Responsibilities performed are written on the end of resume please review according to your requirements

Education Degree

Bachelor:	“Mathematics, Statistics, and Economics”	Issuing Auth:	VU - Virtual University of Pakistan
		Passing Year:	2020
Intermediate:	“Persian, criminology, Human Rights Health & Food, Food & Nutrition”	Issuing Auth:	AIOU
		Passing Year:	2018
Matriculation	“Computer, Chemistry, Physics”	Issuing Auth:	FBISE
		Passing Year:	2013

Short Courses

<u>Course Name</u>	<u>Passing Year</u>	<u>Course Name</u>	<u>Passing Year</u>
Office Automation	2015	CCA	2016
English Short Hand	2017	Internal Auditor	2018
Graphic Design	2020	E-Commerce	2020
AutoCAD	2020	Freelancing	2020
Digital Literacy	2020	Creative writing	2020
SEO (Search Engine Optimization)	2021	Quick Books	2021
Digital Marketing	2021	WordPress	2021
Data Analytics and Business Intelligence	2024	Communication and Soft Skill	2024
Administrative Assistant Training	2024		

Languages

- **English** (Fluent Level) in Speaking, Reading Writing and Listening
- **Urdu** (Fluent Level) in Speaking, Reading Writing and Listening
- **Punjabi** (Fluent Level) in Speaking and Listening (Intermediate in) Reading Writing
- **French** (Basic Level) in Speaking and Listening & Reading Writing

Details / Responsibilities of Experiences

Experiences with Certificates

Government Employment

As a Government Employee, I have performed multiple duties assign to me in my Professional career their details along with responsibilities are as follow:

Data Entry Operator (8 years and 5 months Experience and Counting)
March-2016 to till date

- Accurate data entry with high attention to detail.
- Designing engaging national and international presentations.
- Ensuring data and presentations meet company standards.
- Collaborating with teams to meet tight deadlines.
- Efficiently managing clerical tasks for office organization.
- Coordinating and overseeing exam logistics and protocols.
- Collaborating with exam committees for smooth conduction.
- Maintaining precise records of exam-related data and results.
- Participating in the recruitment process, including screening and interviews.
- Conducting internal audits to enhance operational efficiency and compliance.
- Analyzing data to identify areas for process improvement.
- Developing and implementing audit strategies for process enhancements.

IT Supervisor (4 years and 8 months Experience)
Jan-2020 to till date

- Managed hospital IT infrastructure, including servers and workstations.
- Led an IT team and ensured a high level of service.
- Enforced security protocols and maintained patient data confidentiality.

- Managed technology upgrades and maintained IT systems.
- Coordinated IT support for staff, resolving technical issues.
- Collaborated with IT vendors and suppliers.
- Led IT projects to enhance the hospital's technological capabilities.
- Conducted staff training programs on IT systems.
- Assisted in budget planning and allocation for IT resources.
- Maintained comprehensive IT system documentation.

OPD Supervisor

(2 years and 5 months Experience)
Sep-2018 to Jan-2020

- Oversaw Rehabilitation OPD operations for high-quality patient care.
- Led a team of healthcare professionals, providing guidance and support.
- Coordinated patient appointments and treatment plans.
- Conducted quality assessments and audits.
- Managed administrative tasks and maintained compliance.
- Collaborated with healthcare professionals for holistic patient care.

Receptionist

(2 years and 5 months Experience)
March-2016 to Sep-2018

- Greeted and assisted patients, visitors, and healthcare professionals.
- Managed the reception area, handled a high volume of phone calls & Patients
- Checked in patients for appointments and provided necessary paperwork.
- Maintained a clean and organized reception area.
- Assisted in coordinating patient admissions and discharges.
- Managed and updated patient records and files.
- Responded to emergencies and crises following hospital protocols.
- Provided administrative support, including data entry and report preparation.
- Demonstrated exceptional customer service and empathy during challenging times.

Assistant Administrator / Office Assistant

(03 Years of Experience)

- a. Nawab Enterprises**
- June 2020 to July 2021
July 2022 to June2023
July 2023 to Aug2024
- b. Islamabad Feeds**

- Managed office communications, including email and phone correspondence.
- Coordinated meetings, appointments, and travel arrangements.
- Maintained document management, filing, and record keeping.
- Prepared reports, presentations, and documents with accuracy.
- Managed office supplies and equipment, reordering as needed.
- Provided excellent customer service to visitors, clients, and staff.
- Assisted in organizing office events and workshops.
- Collaborated to streamline administrative processes for efficiency.
- Handled sensitive information with confidentiality and professionalism.
- Assisted with special projects and tasks assigned by management.
- Fostering a positive and productive work environment through effective communication and teamwork.

Customer Sales Representative (CSR)

(02 Years of Experience)

- a. Dazzling BPO**
- Jan 2016 to Jan 2017
- b. JAMS Communication & BPO Pvt Ltd)**
- July 2021 to June 2022
- Assisted with product inquiries, pricing, and order placement.
 - Provided exceptional customer service & Resolved issues professionally, exceeding expectations.
 - Acted as a brand ambassador for company products and services.
 - Maintained in-depth product knowledge to assist customers effectively.
 - Processed customer orders and payments accurately and efficiently.
 - Maintained detailed records of customer interactions and transactions.
 - Collaborated with the sales team to achieve sales targets.
 - Actively participated in ongoing training and professional development.
 - Assisted in market research and data analysis for sales growth.

Experience without Certificates

Salesman at Garments Shop

(04 Years of Experience)

- a. Zaryab Zari House**
- 2012 to 2014
- b. Al Jannat Mall**
- 2015
- Assisted and Help Clienteles to select the required products.
 - Guide and provide info to clients on new sales and products.
 - Negotiate and adjust price with clients
 - Developed and maintained relationships with over 200 clients, resulting growth in business.

- Conducted product demonstrations and training sessions, leading to increase in product adoption.
- Conducted detailed market research and competitor analysis to refine sales tactics and improve market positioning.
- Implemented new sales strategies that boosted quarterly sales.

HR Recruitment Team Leader

(02 Years of Experience)

Performed duties as an HR team leader with addition to other duties in Govt Sector and carried out 3 events of Recruitment in department

- . Led a team of HR professionals, providing training and mentorship to enhance team effectiveness and professional development.
- Develop and implement recruitment strategies that align with the company's business objectives and workforce planning needs.
- Oversee the creation and execution of sourcing strategies to identify and attract qualified candidates through various channels, including job boards, social media, and networking events.
- Build and maintain a talent pipeline for current and future hiring needs, ensuring a steady flow of potential candidates.
- Streamline and enhance the recruitment process to ensure efficiency and effectiveness, from job requisition to candidate placement.
- Utilize and manage Applicant Tracking Systems (ATS) to track candidate progress, manage job postings, and generate recruitment reports.
- Ensure all recruitment practices comply with legal requirements and organizational policies, and implement best practices to improve the overall candidate experience.
- Manage the candidate experience throughout the recruitment process, ensuring a positive and professional interaction with all potential hires.
- Oversee and facilitate the interview process, including coordinating schedules, preparing interviewers, and ensuring consistency and fairness.
- Prepare and present regular reports on recruitment activities, challenges, and outcomes to senior management.

Quality Management Representative / Inspection Team

04 Year Experience

Performed duties as an Quality Management Representative / Inspection Team member with addition to other duties in Govt Sector

- Develop, implement, and maintain quality management systems and procedures in accordance with industry standards
- Ensure adherence to quality standards, regulatory requirements, and internal policies.
- Maintain accurate records and documentation related to quality management processes and inspections.
- Identify and document defects or non-conformities, and take corrective action to address and resolve quality issues.
- Analyze inspection and testing data to identify trends and areas for improvement. Recommend and implement process improvements to enhance quality.
- Conduct internal and external audits to assess compliance with quality standards and regulations. Prepare audit reports and follow up on corrective actions.
- Evaluate and manage supplier quality, including conducting supplier audits and assessments to ensure they meet required quality standards.
- Provide support and guidance to other departments on quality-related issues and process improvements.
- Prepare and present reports on quality performance, including key metrics, trends, and areas for improvement.
- Document and track non-conformities and corrective actions, ensuring that issues are resolved effectively and in a timely manner.