

SHAROON MUSHTAQ

Admin Officer / Customer Services/ Sales

Dedicated and organized Administrative Officer in providing efficient administrative support, customer services and office management. Highly experienced in supervising and providing helpful information, answering questions, and responding to complaints. Also have capability to lead from front to support customers and help to ensure that customers are satisfied with products, services, and features.

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WORK EXPERIENCE

ADMIN OFFICER

Minhaj University Lahore

03/2021 - 05/2023

(Morning Shift)

Tasks

- Assist students in understanding the curriculum requirements.
- Keep track of student's academic progress and performance.
- Help students create well-balanced class schedules.
- Connect students with appropriate resources and services on campus.
- Assist in organizing orientation programs and workshops for new students.
- Stay informed about academic policies, procedures, and regulations within the institution.
- Maintain accurate records of student interactions, academic plans, and progress reports.

CUSTOMER SERVICES OFFICER

Meezan Bank Limited

06/2018 - 02/2021

(Morning Shift)

Achievements/Tasks

- Welcoming customers, Handling customer complaints.
- Have ability to set and surpass targeted sales goals.
- Increase credit card customers target.
- Convey brand information to customers and respond to questions/inquiries.
- Successfully closed deals with clients, exceeding sales targets & Collaborated with marketing team to create targeted campaigns.

RECEPTIONIST / CASHIER

Gloria Jeans Coffee

08/2020 - 11/2021

(Evening Shift)

Achievements/Tasks

- Welcoming customers to the café and providing excellent customers.
- Preparing and issuing invoices.
- Taking Calls, sending mails, creating inventory & communicating with other staff.
- Handling Cash with reception Management.

SKILLS

MS Office Skills

Attention to detail

Customer satisfaction

Problem solving

Adaptability

Leadership

Conflict resolution

Time management

Teamwork

EDUCATION

B.Sc (Hons).

Minhaj University Lahore

02/2016 - 08/2020

CERTIFICATES

Cambridge English language Level 1 Certificate (2021)

City School of Modern Languages, Pakistan

LANGUAGES

English

Full Professional Proficiency

Urdu

Full Professional Proficiency

Hindi

Full Professional Proficiency

Punjabi

Full Professional Proficiency