

# SALIHA RAFAQAT

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☎ (+92) 326-4217271

📍 Lahore, Pakistan

## SKILLS

- MS Office
- IFS
- SAP
- T24
- Customer relationship management
- Communication skills
- Time management
- Work under pressure
- Canva
- Multitasking

## PERSONAL ATTRIBUTES

- Passionate for learning
- Hardworking
- Co-operative nature

## ACHIEVEMENT

Presented with distinction certificate for scoring 2<sup>nd</sup> position in BS (Hons) batch 2016-2020 and MS batch 2020-2022.

## EXTRA CURRICULAR ACTIVITIES

- Internship at **Wapda** house in 2019
- Participated in national financial literacy program conducted by **State Bank of Pakistan** in 2018.
- Participated in **LUMS** mathematical challenge in 2015.

## REFERENCES

Will be furnished upon request.

## CAREER OBJECTIVE

Motivated and enthusiastic to work in a professional environment where I can have the opportunity to learn, grow and utilize my potential and skills with strong commitment for contributing positively towards the organization.

## WORK EXPERIENCE

Executive-Sales Administration **February 2022-Current**

Sales & Marketing Division

### Hyundai Nishat Motors Private Limited

A leading automotive company in Pakistan, specializing in the manufacturing and distribution of Hyundai vehicles, committed to delivering innovative and high-quality mobility solutions to customers.

- Provide administrative assistance to the sales team, dealership and assist in preparing reports and presentations.
- Prepare daily sales report for management, providing concise summary of sales performance and trends.
- Process sales orders in SAP, streamline administrative processes for timely delivery.
- Provide software training to dealership staff and coordinate with internal teams such as finance, logistics, and marketing to support sales operations
- Identify areas for process improvement in sales administration and implement effective solutions.
- Ensure compliance with company policies and maintain accurate sales documentation and records for audit purposes.

Personal Banking Officer **March 2021- January 2022**

### Meezan Bank Limited

A prominent commercial bank in Pakistan, delivering a wide range of banking services and products to customers.

- Manage customer portfolio by offering banking products and services according to customer needs.
- Assist customers with their banking needs and resolving customer concerns effectively to ensure their satisfaction

## ACADEMIC BACKGROUND

### Government College University (GCU), Lahore

MPhil/MS in Banking and Financial Economics

**2020-2022**

CGPA: 3.63

### Government College University (GCU), Lahore

BS Hons (Business Accounting & finance)

**2016-2020**

CGPA 3.64