

SHEIKH M. FAIZ FAROOQ

TO WHOM IT MAY CONCERN,

I am writing to express my interest in the this post at this company as advertised. With extensive experience in IT support, management, and customer care, I am confident in my ability to contribute effectively to your team and help achieve your organizational goals.

In my current role as an Additional Assistant IT Officer at THQ Hospital Kotli Sattian in Murree, I have honed my skills in providing robust IT support, ensuring the seamless operation of digital systems, and enhancing user satisfaction. My responsibilities include managing complex IT infrastructures, troubleshooting technical issues, and implementing strategic solutions to improve system performance. This role has equipped me with the technical expertise and critical thinking skills necessary to excel in a fast-paced environment.

Previously, as the Incharge of Outsourcing at the same hospital, I successfully managed outsourcing operations, overseeing human resources functions with a strategic approach. This position required strong leadership, decision-making, and negotiation skills, all of which I utilized to streamline processes and improve overall efficiency.

My tenure as an Area Manager at Brand Image and as an Assistant Manager/Customer Care Officer at SB Departmental Store further developed my ability to manage and optimize operations, deliver exceptional customer service, and exceed client expectations. These experiences have made me adept at driving growth, enhancing customer satisfaction, and managing teams effectively.

I am proficient in MS 365, AI, and web development, which allows me to integrate technology solutions seamlessly into business operations. My ability to think critically and make sound decisions under pressure has been a key factor in my success across various roles. Additionally, my multilingual skills in Urdu, Hindi, and English enable me to communicate effectively with a diverse range of clients and colleagues.

I am excited about the opportunity to bring my unique blend of skills and experiences to this company. I am confident that my background and passion for delivering high-quality results will make a positive impact on your team. I look forward to the possibility of discussing how my skills and experiences align with the needs of your organization.

Thank you for considering my application. I am looking forward to the opportunity to discuss my candidacy further.

SINCERELY,

A handwritten signature in blue ink, appearing to read 'M. Faiz Farooq', with a stylized flourish at the end.

SHEIKH M. FAIZ FAROOQ

Sheikh M. Faiz Farooq

Experienced professional adept in management, customer care, and IT support, with a focus on enhancing customer satisfaction and streamlining processes. Skilled in negotiation, critical thinking, and leadership, proficient in MS 365, and excels in making sound decisions under pressure.

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Work Experience

Additional Assistant IT Officer

2022-Present

THQ Hospital Kotli Sattian, Murree

Demonstrated expertise in providing IT support and ensuring seamless operations of digital systems.

Incharge (Outsourcing)

2020-2022

THQ Hospital Kotli Sattian, Murree

Successfully managed outsourcing operations, overseeing human resources functions with a strategic approach.

Area Manager

2019-2020

Brand Image

Dynamic Area Manager at Brand Image, excels in amplifying brand impact, exceeding client expectations, and driving growth in the dynamic BTL advertising landscape.

Assistant Manager / Customer Care Officer

2017-2019

SB Departmental Store

Experienced Assistant Manager/Customer Care Officer at SB Departmental Store, adept at optimizing operations and enhancing customer experiences in retail settings.

Customer Care Officer

2016-2017

Mobilink (Mobile Operator Company)

Customer Care Officer at Mobilink, adept at delivering superior service and resolving inquiries efficiently, enhancing customer satisfaction in the dynamic telecommunications industry.

Education

Govt. Post Graduate Collage Samanabad, Faisalabad

Intermediate

Computer Science

2007-2009

Skills

Language

Urdu

Hindi

English

Computer

MS 365

AI

Web Developing

Management Skills

Creativity

Customer Care

Negotiation

Critical Thinking

Leadership

Decision Making

Reference

Talha Rasool

Admin Officer (THQ Hospital Kotli Sattian, Murree)

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