

TAYYAB KHALID

Dubai, UAE • +971 561510559 • tayyab.khalid966@gmail.com



HIGHLY MOTIVATED & ADAPTABLE PROFESSIONAL OPERATIONS MANAGEMENT | MARKETING | OFFICE ADMINISTRATION

Talented and driven professional with dynamic experience in administration, operations management, and customer service positions. Experienced in handling customers, providing operations support, and streamlining major office functions while driving the efficiency of all undertaken initiatives. Ability to strategize and execute marketing strategies to increase the market presence of a brand. Capable of creating lasting positive business impressions within competitive market geographies by steering team efforts to deploy market-competitive strategies. Noted for handling all office administrative duties while acting as a liaison between senior management and customers. Detail-oriented professional highly competent in organizing as well as maintaining important business documents with a high level of accuracy, ensuring discretion of important business data. Core competencies include critical thinking and problem-solving, cross-functional communication, strategy-making, and adaptability.

Knowledge, Abilities & Skills:

Operations Coordination | Document Management | Customer Service
Business Knowledge | Calendar management | Billing and Record-Keeping
Office Support & Coordination | Document Verification | Strategic Planning | Database Management
Documentation | Leadership | Creative Problem Solving | Interpersonal Communication | Time Management
Teamwork | Appointment Setting | Email Management | Customer Service | Relationship Management | MS Office Suite

PROFESSIONAL EXPERIENCE

CIVIL SECRETARIAT, GOVT. OF THE PUNJAB

2017 – 2023

Admin Assistant

- Demonstrated high-level competence while overseeing key office functions including arranging management and staff meetings, as well as writing and distributing correspondences, memos, emails, invoices, and reports.
- Greeted as well as responded to all visitor requests with best-in-class customer service and professionalism; answered all incoming phone calls and emails in a timely and appropriate manner.
- Maintained strong collaborative relationships with suppliers to procure cost-efficient inventory.
- Prepared and reviewed documents important to administrative business function, including expense reports, emails, business plans as well as financial documents among others; maintained physical/electronic database of these documents.

AIRLIFT TECHNOLOGIES PAKISTAN

2015 – 2016

Operations Processing Lead

- Spearheaded strategies for fast, effective market entry into new geographies while leading high-functioning team efforts to drive net new business and expand market presence.
- Drove efficient strategies supporting successful as well as sustainable implementation of geographical footprint for key business operations.
- Developed sound action plans to realize company goals by identifying as well as endorsing the deployment of strategic market-dominating business practices which would influence project execution and workflows.
- Maintained top customer satisfaction rate while driving high-level efficiency in existing business operations by designing, integrating as well as overseeing execution of operational optimization plans.

- Key responsibilities included staff scheduling, answering emails, handling customer queries, as well as managing staff affairs such as resolving complaints of employees and riders.

PET'S ONE.PK

2014 – 2015

Customer Service Representative

- Addressed and provided best solutions to customer concerns submitted via email, social media, phone, or mail.
- Supported customers in placing orders, exchanges, or refunds, as well as validated all account information prior to purchases.
- Managed all account activities for customers, including updating or deleting their accounts as per request.

EDUCATION & CERTIFICATION

UNIVERSITY OF THE PUNJAB (PU); Lahore, Pakistan (2013)

Bachelors in Commerce.