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Profile: A hardworking personality, who is organized, self-motivated, always keen to learn new skills and loves a challenge. Interpersonal skills and ability to organize with well **communication**. Understands the importance of **customer services**. Experience of dealing with different communities. I have vast experience of customer services with co-operative and calm behaviour. I have great understanding about customer behaviours with excellent **communication skills**. I am highly skilled in **management** and **office administration**. Worked as **Team Leader** with excellent results. **Trained** many new staff members in office administration and customer services. Skilled in computer applications.

**Education/Qualifications:**

Associate certified chartered 3 Papers London School of Business and Accountant 2013 Finance, UK Post Graduation Diploma 2012 Midlands academy, UK B. Com (Graduation Degree) 1994 Punjab University, Pakistan D. Com (A Level) 1991 Punjab Board of Tech. Secondary School Education (GCSE) 1989 BISE, Grw Pakistan

**Special Course and Trainings:**

Health Care Assistant 2012 London Cactus,

Conflict Management 2011 Get Licensed (HABC)

Life Skills Education Training 2009 Rozan (Aangan) ISD,

Leadership and Team Management 2005 Telenor

I have two years of training to deal with orphans, needy and special people

 **Personal Data:**

Marital status: Married ,

**Employment History:**

**Lecturer** (Visiting)  **Soft Solution College Oct. 2014 to till now**

Soft Solution College is Registered and affiliated with Punjab University. College is serving from last 13 Years. College have two campuses in Gujranwala city. College is providing education from Inter to Master classes in different subjects. Here I am taking classes of M. Com in three different subjects.

**Health Service Manager (Part Time) Dr. Osama and Partners, UK Oct. 2011 to July 2014**

Dr. Osama and Partners is a Medical centre in Leicester city of UK. It is Providing Health services to a large number of patients. This firm is directly registered and centrally linked with NHS UK.

**Duties** **Include :**

* Planning and training of staff to achieve targets.
* Set time table and targets for team members and follow up.
* Call and contact the patients who are not responding lower staff.
* Arrange meetings and trainings weekly and monthly.
* Responsible for stock maintenance and purchases.

**Customer Services and Sales Manager, Telenor Pak. Aug 2004 to Feb. 2011**

Telenor Pakistan is a leading Telecommunication company in Pakistan. Telenor is providing Mobile telecommunication and money transfer services in Pakistan and Head office is in Islamabad.  **Duties Include:**

* My job was to look after the sales and customer services,
* Communication with the Head office.
* Look after the minimum stock position and solve the problems of my team.

**Production Manager, Medley Pharmaceuticals Jan 1998 to Aug 2004**

Medley Pharmaceuticals is a manufacturing company. It is producing different kind of medicines. Where my duties were to manage the Production. **Duties Include:**

* Keep check on the receiving and issuance of raw material. Set the production task and to complete it in time. Keep in touch with labour. Resolve any issues related to the labour.

 **Sales Manager: Progressive Pharmaceuticals Dist. Jan, 1995 to Dec. 1997**

After finishing my Graduation I joined Progressive Pharmaceuticals Distributors and worked as sales manager. It was a Pharmaceuticals Distribution network. Here were more than 22 different companies to distribute their medicines in the market.

**Duties Include:**

* Try to meet the Targets of the sale.
* Set the time table of the sales staff.
* Keep eye on Market demand and set orders for the stock.

 **Hobbies and interests:**

Book reading and travelling.

 Playing cricket and Tennis.