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**Respected Sir/Madam,**

Since it is known, that there is a vacancy in your esteemed organization, I would like to submit my Application for the same to you for your kind and favorable consideration. It will be an honor, if you could please evaluate my candidature and give me an opportunity to prove my suitability for the above post. I strongly believe that my educational and professional experience and expertise would make me the most suitable candidate for this position.

Looking forward for your favorable response.

**OBJECTIVE**

To establish myself in a professionally running organization that provides an exciting work environment, for both career and personal growth. I believe that the knowledge and experience gained at various stages of my professional as well as educational life would help me in achieving my organizational and career objectives.

**Centre for Public Policy & Governance (CPPG)**

**Forman Christian College (A Chartered University) Pakistan**

**ADMINISTRATIVE ASSISTANT (January 2014 - Present)**

* Managing and Accounts Keeping
* Managing Operations of the Centre and Public Policy Resource Centre
* Managing CPPG Website and social media outlets
* Organizing and managing USAID, USIP and other project events including seminars, policy dialogues, focus group discussions, core working group meetings, workshops, conferences and faculty meetings
* Vendor and other public dealing
* Database Management
* Documentation and Record Keeping
* Preparing letters, invoices, proposals and PowerPoint presentations
* Preparing annual budget for the department
* Preparing department’s annual inventory reports
* Alumni Relations and Student Recruitment/Admission personnel
* Centre’s Communication and correspondence
* Booking airline tickets, hotels, accommodation
* Work as Personal Assistant to the Director CPPG
* Assist other staff and faculty members in administrative matters
* Any other work assigned by the Director CPPG

**Future Now Technologies, Pizza Pizza Contact Centre (Inbound)**

**CUSTOMER SERVICE EXECUTIVE (November 2011 – October 2013)**

* Answer telephones and record orders with 100% accuracy
* Convey orders to restaurants for accurate and prompt delivery
* Verification of orders
* Make customer call backs
* Handling query and concerns
* Resolve customer’s complaints on priority basis
* Bring awareness among customers by educating them about promotions and services
* Monitoring and on-floor training of new recruits

**Forman Christian College (A Chartered University), Office of University Advancement**

**INTERNSHIP (Nov 2013)**

* Updating Alumni Database
* Answering calls & email correspondence with Alumni
* Fundraisings & Telethons
* Assisting Manager Operation in various tasks

**Askari Bank LTD, Model Town,**

**INTERNSHIP (Aug 2011)**

* Assisting Utility Bills section
* Assisting Account opening section
* Assisting Foreign Accounts Manager
* Sending and receiving fax and telephones

**EDUCATIONAL QUALIFICATIONS**

* **Bachelor of Science Honors** (Economics) from Forman Christian College University, Lahore, Pakistan (2007-2011)
* **Intermediate** pre-engineering from Forman Christian College, Lahore, Pakistan (2005-2007)
* **Matriculation** (Sciences) from Board of Intermediate & Secondary Education (BISE), Lahore, Pakistan (2005)

**COMPUTER SKILLS/ PROFESSIONAL TRAINING**

* Basic Graphic Designing(coral draw, Adobe Photoshop, Flash, and HTML)
* Good command over MS office products Excel, Word, and Power point
* Proficient in using POS software system
* Type Writing (English 40 w/m)
* Internet, Email, MS outlook

**LANGUAGE PROFICIENCY**

* English - (Expert level - Write, read and Speaking)
* Urdu  - (Expert level - Write, read and Speaking)
* Hindi - (Expert level - Speaking)
* Punjabi - (Expert level - Write, read and Speaking)

**PERSONAL INFORMATION**

Date of Birth:   08th-JAN-1989

Gender: Male

Marital status:   Single