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**Personal Profile:**

Dedicated and proactive individual with 3 years’ effective front desk and customer service experience. Demonstrated ability to maintain a pleasant, positive, and courteous. Two years working experience in a magazine as a personal assistant of editor in chief. One year experience of DIT (diploma in information technology). Six months experience in teaching English language. Four months internship in Telecommunications being a customer service relations agent. Developed inter personal skills having dealt with professionals.

**Qualifications:**

**Intermediate** ‘Board of Intermediate & Secondary Education Rawalpindi’ (PAK)

**Secondary School** ‘Board of Intermediate & Secondary Education Rawalpindi’ (PAK)

**Diploma in Beautician ‘**National Vocational & Technical Training Commission (PAK)

**Diploma (DIT)** ‘Diploma in Information Technology’ (PAK)

**English Language Course** ‘National University of Modern Language, Islamabad (PAK)

**JOB OBJECTIVE**: - Looking for an opportunity to contributea quality andproductive service in a people oriented organization where I can provide my expertise to generate income. I want to get established in a reputed organization and practice my profitable knowledge along with the expertise in providing professional personal care services.

**Skills/Competences**

* Good communication, interpersonal and organizational skills.
* Able to hold long engaging conversations with clients to put them at ease.
* Ability to empathize with people.
* Courteous at all times.
* Having a relaxed attitude and able to deal with awkward or rude clients.

 **PERSONAL DETAILS:**

Date of Birth: October 25 1988

Marital Status: Married

**PROFESSIONAL EXPERIENCE**

* **BEAUTY HUT**

**FRONT DESK RECEPTIONIST/ADMIN**

AREAS OF EXPERTISE:-

* Data Entry Client Relations
* Office Administration Travel Arrangements
* MS Office Application Executive Support
* Order Processing Event Management
	+ Welcome visitors, guests and customers as they arrive.
	+ Receive mail and deliver it to the appropriate person
	+ Answer incoming calls and directed them properly
	+ Complete all administration duties required, keeping all files and records in orderly manner
	+ Preparing reports by collecting information as requested.
	+ Submit reports to authorities
	+ Monitor appropriate use of office supplies and oversee inventory.
	+ Respond to inquiries and provide appropriate secretarial support.
	+ Manage repair and maintenance of office equipment.
	+ Ensured cleanliness of the front desk at all times
	+ Effective skills in developing and maintaining accurate and easy to use filing systems.
	+ Positive attitude and disciplined work ethic
	+ Provide information asked for and direct them to the right departments

**TELECOMMUNICATION (CSR)**

* Worked as Customer sales representative for PTCL.
* Answers questions regarding status of various accounts and attend to the problems or complaints

**COMPUTER EXPERIENCE: -**

Comprehensive Knowledge on MS Office (Word, Excel, Power Point, and Outlook express)

 **MAJOR ACHIEVEMENTS:-**
 Awarded with a mid-year bonus following excellent front desk management work in 2011