**▪ Date of Birth : 16th Dec 1987 ▪**

**Professional Summary**

Consumer focused Marketing and Project management professional with more than **3 year experience** in Administration, Marketing and Project/Operation Management with multinational companies. Established **contracts,** **managed projects** and **project related teams** in the telecom, Advertising, Insurance industries. Conducted **market analyses**, **market researches** and **developed marketing programs** for different FMCG. **Won** number of **business plan competitions** like **ICCI** (Islamabad Chamber of Commerce of Industries), **Rawalpindi Chamber of Commerce of Industries (RCCI)** business plan competition, **LUMS-SYNERGIES**. My **research paper** based on ConsumerBehavior was **published in SAICON 2012 international conference** proceedings.



**Career Highlights**

* Diversified Management experience spanning 3 years; 6 years of Formal Business Education; and proven track record of getting things done.
* Two Years & One Month as production and operational controller in UAE
* One Year Administration/Customer Services Experience in Saudi Arabia
* One Year Account Management/Customer Services Experience in Pakistan
* Successfully arrange seminars and training session; conducted number of researches.



**Fields of Interest**

Management AdministrationMarketingCustomer Relations Project/ Operation Management Procurement



**Key Skills**

My education and professional experience has helped me equip myself with a number of skills including:

|  |  |  |  |
| --- | --- | --- | --- |
| Management | Customer Services | Leadership | Interpersonal |
| Networking | Team Management | Creative Thinking | Strategic Management |
|  |  |  |  |



**Education**

**2012to 2013** **Master of Business Administration - *MBA***

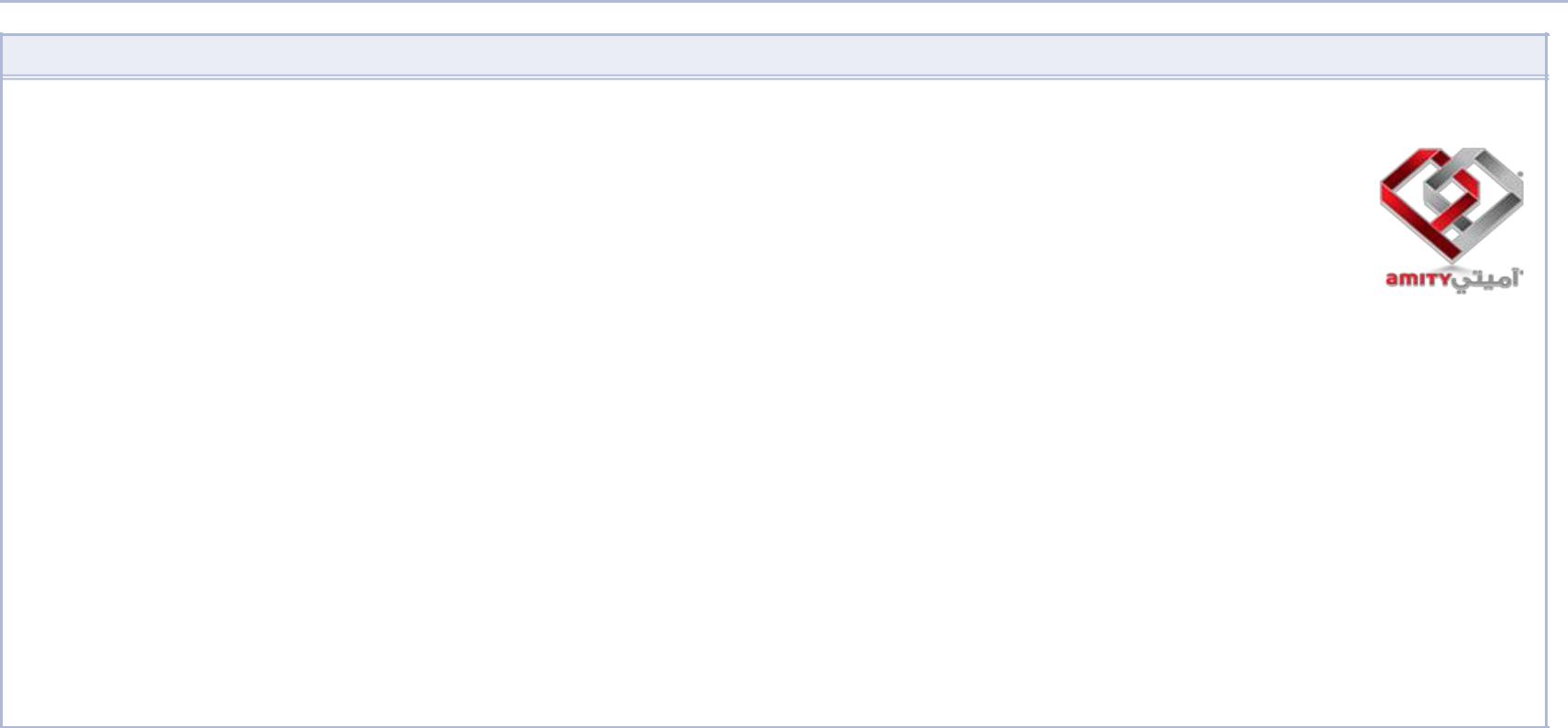
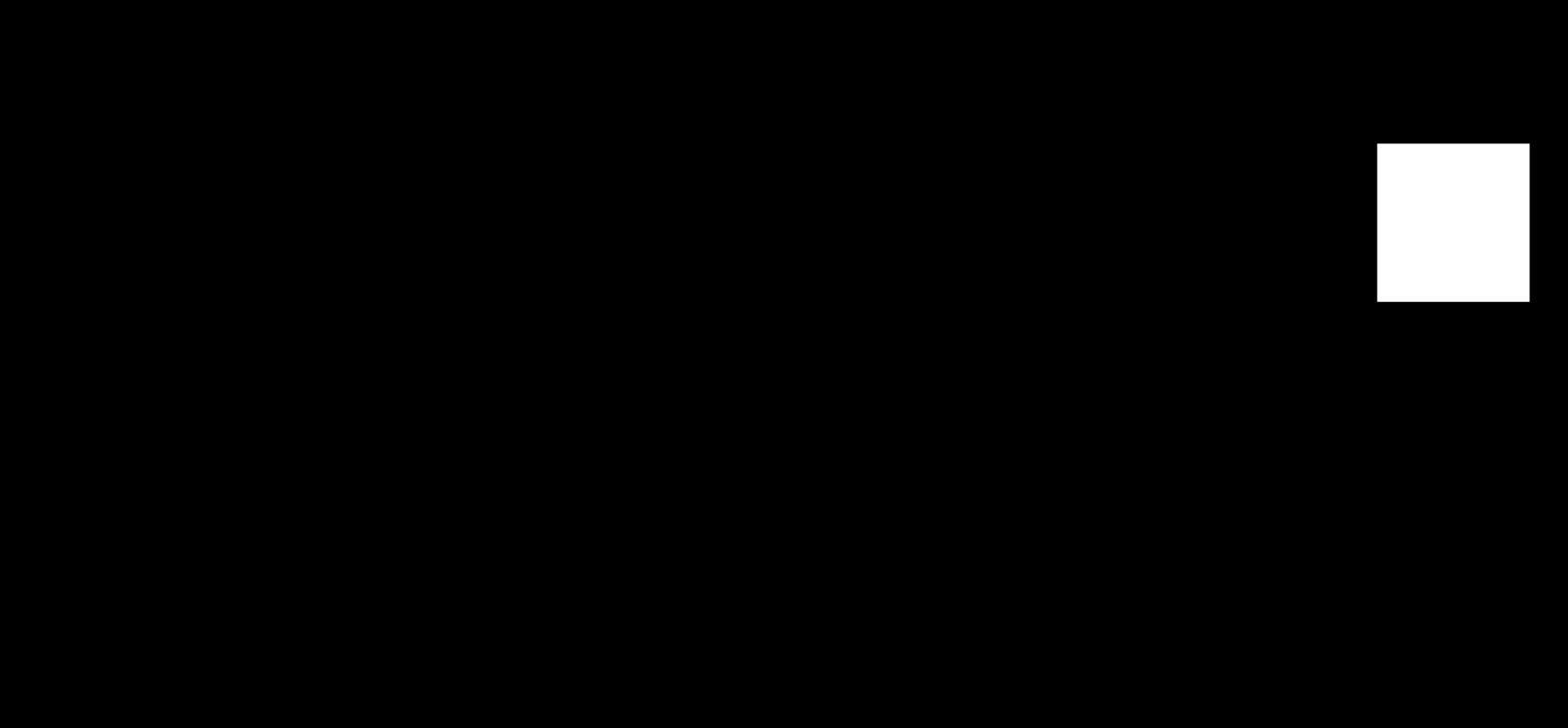
Air University, Islamabad, Pakistan.

**2007 to 2011** **Bachelor of Science (Business Administration)–*BBA***

COMSATS Institute of Information Technology, Islamabad, Pakistan.

**2004 to 2006** **Higher Secondary School Certificate (HSSC) - *“Computer Science”***

Saudi Arabian International School and College, Al Khobar, Saudi Arabia



**Work Experience**

|  |  |
| --- | --- |
| **Health Care LLC** | **Administration / Customer Services** |
| **Production Supervisor** | **January 2014 to February 2016** |

* Create New or Amendments in Group and Individual Policies at client request.
* Monthly and Quarterly and Yearly reporting (Depending on policy type)
* Additions & Deletions of Members.
* Generate Health Cards using ID Soft Software & Asure ID.
* Create Endorsements for Credit or Debit Note.
* Premium files for the Payers.
* Reconciliation of Invoice Files and Reports.
* Customer / Broker care and Queries resolution.
* Internal Monthly Management Report
* Work with team for the success of Wellness Day for the clients
* Assisting with the management of the wellness calendar, updating as required. In turn, start planning events and onsite logistics for the client’s wellness event.
* Produce post event reporting and data analysis for the client – uploaded to our system for further monitoring and further health management.

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| **Sedar Group of Communication** |  |
|  | **Administration / Customer Services** |
| **Supervisor ( Customer Service)** | **January 2013 to November 2013** |

* Complaint Handling from Clients (Mobily and STC)
* Manage the customer service scorecard including case fill and market forecast.
* Task allocation to Customer Services Team
* Invoice Generation
* Ensure on time invoicing and completion of related documents
* Collection of Account Receivables (A/R)
* Handling Logistics needs
* Meet with and communicates directly about supply chain issues and develop and implement corrective action plans with suppliers.



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| --- | --- |
| **Pakistan Telecommunication Limited (PTCL)** |  |
| **Intern (Corporate Services)** | **Customer Relations** |
|  Customer Relationship Management | **July 2010 to September 2010** |

* Invoicing
* Designing and Development of Corporate Billing System
* Communicating between MAR-COM department and Ad agencies.
* Conducting operations analysis at PTCL One Stop Shop (OSS).
* Supervising CMS of PTCL.
* Attended and participated in lunching ceremony of Evo nitro and related product.



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| --- | --- | --- |
| **Ad Republic** | **Account Management/Customer Services** | **A** |
| **Account Executive** | **May 2009 to April 2010** |  |

* Client Services
* Customer Relations
* Sales & Marketing
* Gathering information for ad’s
* Collecting clients information
* Compile, copy, sort, and file records of office activities, business transactions, and other activities
* Complete and mail bills, contracts, policies, invoices, or checks.



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| --- | --- | --- | --- | --- | --- | --- |
|  | **Computer Skills** |  |  |  |  |  |
|  |  |  | |  |  |  |
|  | **Internet** | Research, Social Media Engagement | |  |  |  |
|  | **Software** | MS Word, MS PowerPoint, MS Excel, SPSS, C++ | |  |  |  |
|  | **Languages** |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | **English** (fluent) |  | **Arabic**(fluent) | **Urdu**(fluent) |  |  |
|  | **Participations & Achievements** | | |  |  |  |
|  |  |  |  |  |  |  |
|  | **Health LLC** |  | Letter of Commendation(November, 2014) |  |  |  |
|  | **Health LLC** |  | Letter of Appreciation (June, 2014) |  |  |  |
|  | **AGBA – SAICON, 2012** | | Participated in 4th International Conference of AGBA South Asia Chapter and presented a | |  |  |
|  |  |  | conference paper. Paper title: “Effect of low service quality and wrong claims on Brand image and | |  |  |
|  |  |  | consumer perception” |  |  |  |
|  | **Islamabad Chambers of** | | Participated in workshop on ‘What it takes to be Entrepreneur: Opportunities and Challenges’ with | | Wo |  |
|  | **Commerce and Industry,** | | respect to Global Entrepreneurship Week celebrations. |  |  |  |
|  | **2012** | |  |  |  |
|  |  |  |  |  |
|  | **LUMS – Synergies, 2012** | | Participated and Secure 2nd position in LUMS Synergies. |  | Att |  |
|  | **COMSATS IIT, 2010** | | Organized training session on Interview, CV Writing and Reference Building. | | Att |  |
|  | **COMSATS IIT, 2010** | | Attended seminar on Skills Management and Stress Management. | |  |  |
|  | **COMSATS IIT, 2008** | | Developed Marketing Plan for Auto Car wash. |  |  |  |
|  |  |  |  |  |  |  |
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**First Name of Application CV No:** **1672290**

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