***RESUME***

MUhammad

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**PERSONAL PROFILE** \_

Date of Birth: 19 July 1989

Marital Status: Single

Nationality: Pakistani

Religion: Islam

Visa Status: Visit Visa until 16 April 2017

**OBJECTIVES \_**

Every individual dream to reach the top but the people marks it, when they perform their task with great deal of determination and loyalty. Vision is to get a managerial position with an opportunity to handle challenging tasks with compelling ambition for learning. I seek a challenging Career that gives me a chance to prove my intellectual abilities of Leadership and Management strategies to achieve the organizational objectives efficiently and effectively.

**ACADEMIC QUALIFICATION \_**

**Degree/Certificate Year Board/Institute/University**

MA International HRM 2013-2015 **University of Bedfordshire**

**England United Kingdom**

BBA (Major HR) 2008-2012 ICMS University Peshawar

F.Sc (Pre-Engineering) 2007 B.I.S.E. Peshawar

S.S.C. (Science) 2005 B.I.S.E. Mardan

**WORK EXPERIENCE \_**

**Position/Designation Administration Officer**

**Jan 2016 till date People’s Primary Health Care Initiative (PPHI)**

**Duties & Responsibilities:**

* Manage daily office operations and maintenance of equipment’s and accurate records for all business supplies.
* Coordinated and facilitated activities to improve program implementation.
* Provided administrative, financial, and logistical support to several different projects.
* Created and managed time schedules.
* Trained new employees in administrative tasks within the department.
* Communicating with management, staff, suppliers and customers to ensure a pleasant work environment in the organization.
* Negotiated and managed contracts, real estate agreements, equipment’s leases and other resources.
* Dealing with different banks regarding salary matters of basic health unit staff.

**Position/Designation Customer Care Executive**

**Feb 2015 to Nov 2015 TESCO (England)**

**Duties & Responsibilities:**

* Worked along with HR Manager to manage resources requirements on a daily basis.
* Involved in staff recruitment and appraisals.
* Trained staff to deliver a high standard of customer service and leading or supervising a team of customer service staff.
* Building sustainable relationships of trust through open and interactive communication.
* Providing accurate, valid and complete information by using the right methods and tools.
* Maintains record of all enquiries and related details in Computer Systems.
* Provides all Back-office support tasks like sending and receiving mails.
* Resolving any customer complaints.
* Overcame client’s objections/rejections to company products and convened them.
* Resolving product or service problems by clarifying the customer’s complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem.

**STRENGTHS \_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Motivated, enthusiastic, disciplined and hard working.
* Effective team member, who can work both independently and in a group.
* Able to prioritize tasks and manage diverse activities.
* Keen to expand knowledge, improve skills and performance.
* Sufficient administration/management Skills.
* Enhanced Organization, planning & coordination Skills.
* Adequate verbal and written communication skills.
* Ability to learn new software application
* Creative thinking, Leadership skills, Team building, Adaptable.
* Innovative in assessing the qualities of people.
* Able to motivate employees.

**Key Responsibilities Handled \_**

* Analyze the quality people and contact them through phone, Email.
* Recruit the people and perform various recruitment steps.
* Maintain the existing employees and take the feedback from them.
* Assist the accounts department for making the salaries of employees.
* Make the coordination with various departments.

**COMPUTER SKILLS \_**

* Proficient with MS Office and using internet for research & official communication.
* Hardware and software troubleshooting.
* Good Typewriting speed.
* Ability to learn new software applications.
* Installation of operating system and applications.

**REFERENCES \_**

Available on request.