**MADiha**

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(Customer Services / PuBLIC RELATIONS)

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**CAREER OBJECTIVES**

To be a vital & imperative part of reputed organization which provides a steady career growth along with job satisfaction, challenges and give value contribution in the success of organization.

**PERSONAL PROFILE**

* Excellent hands on **MS Office Tools.**
* Excellent written and verbal communication & interpersonal skills.
* The ability to develop client relationships & work effectively to deadlines
* Highly motivated Executive with experience of **Information Technology, Inventory control and Document reporting.**
* Working on SQL databases & company based analysis tools for data extraction.
* Excellent in grabbing business processes information & understanding current business flow.
* Good communication skills & report writing skills.
* Punctual, reliable, detail oriented, multitasking, well organized and able to work on own initiative & as a part of a team.
* Excellent effective communication, presentation and organizational skills and work experience.
* Motivated, proactive, self-starter with proved ability to use own initiative with "can do" attitude.
* Energetic and capable of working with minimal support.
* Possess demonstrated ability to work effectively and congenially with employees at diverse levels.
* Ability to multi task; can work under pressure and meet deadlines.
* **Languages: Urdu** (Native), **English** (Fluent)
* **Typing Speed: 45 WPM**

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**CAREER EXPERIENCE – EMPLOYMENT**



**2016 Mar – present**

**PassDOt technologies**

Customer Service Officer / COordinator

**DUTIES**

* **Product knowledge**- Product information & understanding of business flow.
* **Customer service & coordination**. Arrange initial meetings with clients for sales presentations.
* Identify and develop sources of potential clients
* **Cross Functional Communication**. Interact with sales team & technical support department for product issues & findings.
* **Documentation & Reporting –** Weekly & Monthly reporting on Performances on Client registration.
* **In house Reporting** – Providing assistance in documentations used for Client building, client consultations.
* **Availability**- Maintained availability on all current workings and providing results within time limit.

**2013 MAR – 2016 FEB**

**Abacus consulting**

IT asset CONTROLLER (add. charge)

Lahore, pakistan

* + **IT Inventory Management -** Maintenance and procurement of IT Assets used in the Data Centre and network.
  + **Reporting-** Direct reporting to IT Manager for all the IT assets & management.
  + Utilization ,deployment & Administration of IT Assets
  + Keeping complete track of IT equipment installed in the Network of Call Center setup for TELENOR.
  + Keeping record of all the faulty and damaged equipment.
  + **Vendor coordination** for repairing and new procurement of assets
  + Preparation & maintenance of weekly & monthly reports on Inventory.
  + Track & deploy system installations on nodes.
  + Handle correspondence with department peers on all related IT issues.

**Achievements:**

* Successfully re-designed Inventory system & kept track of equipment.
* Successfully reported for the Internal & external audit for the company (ISO certification)

**2012 JUL – 2013 feb**

**abacus Consulting**

system Support Officer

LAhore – pakistan

* + Provide technical assistance to CROs, team leads & other network users.
  + Provide run time trouble shoot on web applications & system issues.
  + Listening to User requirements and providing assistance accordingly.
  + Maintenance of existing clusters and nodes of the network.
  + Providing assistance in installation of systems and nodes.
  + Responding to incoming issues & queries from operational departments.

**2010 jUL – 2012 Jun**

**warid telecom**

Customer Support Representative

LAhore – pakistan

* + Complete knowledge on products provided by company.
  + Applying excellent communication skills for customer assistance.
  + Listening to customer queries & issues and assisting accordingly.
  + Smart management of angry customers by listening carefully, apologize gracefully & find solution.
  + Promoted to postpaid customer service from prepaid customer service.
  + Responding to incoming calls & assigned on outbound campaigns.

**2008 jAN – 2009 JUN**

**World call**

Customer Support Representative

LAhore – pakistan

* + Complete knowledge on products provided by company.
  + Responding to incoming calls & deliver product information.
  + Applying excellent communication skills for customer assistance.
  + Listening to customer queries & providing relevant solutions.
  + Applying up sell & cross cell techniques.
  + Smart management of angry customers by listening carefully, apologizes gracefully & find solution.

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**educational Background**

**Bachelor OF Computer Sciences**

IQRA University Lahore - PAKISTAN

Jan 2006

**Cisco Certified Network Administrator (CCNA)**

CORVIT Systems Lahore - PAKISTAN

Sep 2005 (training course attended)

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**REFERENCE** on demand