**Curriculum Vitae**

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**HINA**

**Email:** **HINA.353979@2freemail.com**

**PERSONAL SUMMARY**

**Well presented with exceptional customer service skills, and the ability to provide an effective reception and switchboard service. Experienced in working under pressure in quick passed fast moving environment and able to receive guests on arrival in a friendly helpful and approachable manner. Able to be an integral member of a administrative and clerical team and can follow instructions and also have a willingness to learn.**

**SUMMARY OF QUALIFICATION**

* **Exceptional knowledge and ability to deal with the public and people from various backgrounds.**
* **Great verbal and listening communication skills.**
* **Excellent computational and basic computer skills.**
* **Excellent speaking voice and well-groomed and friendly appearance.**
* **Profound ability to remain tactful and courteous in stressful situations.**
* **Exceptional ability to follow clear rules and organized methods.**
* **Strong problem-solving skills.**
* **Fluency in written & spoken English.**

**PROFESSIONAL EXPERIENCE**

* **I have been 3 years experience in Punjab Group of colleges as Front Desk and Lab Assistant. Where I have polished myself a lot learned good things. From 2010 to 2012.**
* **I have 3 months of working experience in LAHORE CHAMBER Of COMMERCE & INDUSTRY in women resource center. From Mar-2014 to May-2014**
* **I have 3 years working experience in BIL FOODS Ltd as an OPERATOR OF FATBURGER Pakistan and also supervisory in Administration & Human Resource Department.**

**Responsibilities;**

* **Answering all incoming calls/emails and re-routing them to relevant parties.**
* **Meeting and greeting visitor ensuring they are signed in and inducted.**
* **Maintain Administration petty expenses.**
* **Operating a computer system and switchboard.**
* **Maintain Utility bill files.**
* **Getting our valuable customer and give information about our brand and work place environment.**
* **Maintain Employee personal files**
* **Scheduling appointments, organizing meetings, maintaining appointment diary.**
* **Maintain security by following procedures; monitory logbook; issuing visitor badges.**
* **Reference checking of new employees from their previous organizations.**
* **Maintain PR list.**
* **Scheduling & conducting Interviews for new employees.**
* **Taking messages and giving instruction.**
* **Attended several workshop and events arranged.**
* **Monitory stationary stock and recording when required.**
* **Receiving calls & FAX and rout them to the relevant person.**
* **Answered customer queries over the telephone, making sure the contact details were taken.**
* **Reporting any problems to the office manager.**
* **Dealing with any enquiries at the reception.**
* **Learn time and Task management.**
* **Good organization & Prioritization skills.**

EDUCATION:

* **Bachelor in Commerce from Punjab Group of Colleges ( B.Com) in 2013**
* **Inter in Commerce from Fatima Jinnah Degree College (BISE Lahore ) I.Com 2010**
* **Metric in Arts Central Model School (BISE Lahore ) 2008**

PERSONAL DETAILS:

**Date of Birth : 11/10/1992**

**Gender : Female**

**Marital Status : Married**

**Nationality : Pakistani**

**Languages : Fluent English, Urdu and Punjabi.**

Skills:

* **Good Communication, Good Looking, Honest, Hard working, Punctual, Loyal.**
* **Good verbal, File Management Skills.**

DECLARATION:

**I hereby declare that the above information is true to the best of my knowledge and belief and nothing has been concealed or distorted.**