**Amna**

**E-mail:** amna.354619@2freemail.com

# **Objective**

To use my energetic and lively personality and attitude in teaching, lead students to success and participate in constructive programs.

# **Education**

* Masters in Economics (In process)
* Graduate in Commerce(2008)
* H.S.C in Pre-Engineering(2006)
* S.S.C in Science(2003)

# **Experience**

* **The Fatima School** **August- 2006 - August-2010**

Worked as a Mathematics Teacher fromAugust- 2006 to Aug-2010

* **TPL Trakker Ltd. (C-Track)**

Worked as Customer Relationship Officer (Complaints) **October 2010 – June 2013**

**Responsibilities:**

* Monitoring vehicles through GPS/GSM network throughout Pakistan.
* Accepting and making calls using CISCO Call Centre.
* Receiving and lodging complaints.
* Resolving complaints and issues.
* Educate and satisfy the customers with persuasion.

**Supervisor Operations in TPL Trakker (C-Track). August 2013-Till MARCH 2014**

* Manage customers’ escalations.
* CRM & its Integration.
* Analyze daily reports.
* Attendance Management.
* System Audits
* Vehicle monitoring
* Client follow ups
* Trouble shooting of GPRS and Reporting Criteria.
* Maintaining MIS of KPIS of Teams
* Soft Skills Training to Subordinates.
* Calibration Sessions & Implementation.
* Human Audit

 **APTECH Computer Education:**

 Worked as Career Counselor and Placement Coordinator **March 2014 till January 2016**

 **Responsibilities**

* Dealing with Walk-In regarding admission of desire course. Counsel them and to provide information for the courses provided in institute
* Handling calls and inquiry emails related to offered courses in institute
* Enroll Each students in APTECH World Wide portal Till Registration process
* Dealing with OV issues(registration process and other complaints)and to coordinate with centre director for sending request of enrolled students on monthly basis
* Maintain record of current Batches, seats and their availability
* Conduct session related to student Career personality Development on Monthly Basis.
* Maintain record of students who started jobs with reference of APTECH and coordinate with company for students Internships and jobs
* Follow up on walk-In

# **Skills & Knowledge**

* Microsoft Office 97 & 2000
* Good communication skills
* Good customer interaction
* CRM
* SVR System
* Ctrack 5 , Ctrack 6

# **Personal Information**

**Marital Status:** Married

**Religion:** Islam

**Nationality:** Pakistan

**Date of Birth:** Feb 14th 1987

# **Personal Skills**

* Good Time Management, Motivated and Team Building Skills
* Good Inter-personal and Communication Skills

# **References:**

* Can be furnished upon request.