Candidate CV No : 359164

[**Madiha.359164@2freemail.com**](mailto:Madiha.359164@2freemail.com)

**Madiha**

**■ Objective Statement**

To obtain a position as a **Marketing Executive** where I can maximize my organizational skills in a challenging environment, thus achieving a high degree of work efficiency.

■ **Keys and strengths**

* Flexibility
* Adaptability
* Organizing and planning skills  
  Attention to detail
* Stress tolerant
* Outstanding communication and written skills
* Good presentation and organization skills
* Self-motivated and good motivator
* Good knowledge of clerical work
* Professionally trainee

**WORK EXPERIENCE IN PAKISTAN**

**Marketing Executive**

**Organization Name: Crown group of company**

**Location: Shahra-e-firdousi**

**Designation: Marketing Executive**

**Duration: 1Year**

**JOB RESPONSIBILITIES:**

* Leads and manages marketing department staff by providing tasks, objectives, strategies, and projects
* Regularly interacts with marketing manager to receive information and updates about marketing staff progress and results
* Evaluates marketing reports and sales data compiled by marketing staff members
* Presents regular updates and information to other department heads and executives
* Works with executives to incorporate marketing needs into overall company planning and strategy
* Monitors competitor activity and brainstorms potential improvements or changes in marketing strategy, products, or services
* Assists in securing access to major media channels and important sponsorships
* Updates the network list of network family members as per providing the time from top managment.
* Recieving and checking, selling and buying ledgers and receipts from all the cutomers.
* Makes the invoices for all the customers. and provinding the tour details.
* Coordinates with the marketing team and look after for the passport and other important documents.
* Adheres to and implements company policies and procedures

**WORK EXPERIENCE IN UAE.**

**Operations Supervisor/ Sales Executive**

**Organization Name : Premium Courier Service LLC**

**Location : The travel market**

**Designation : Operations Supervisor / Sales Executive**

**Duration : 1Year**

**JOB RESPONSIBILITIES:**

* Developing and implementing required procedures and policies in order to continuously improve operational efficiency in courier service
* Financial responsibility for revenue growth, cost control, debt collection and overall responsibility for budgetary deliverables in courier operations
* Market intelligence gathering through monitoring competitor activities and generation and analysis of reports pertaining to the same
* Ensuring that operational procedures are in place to ensure safe collection and dispatch of customer’s items and maintenance of data and records thereof
* Ensuring service levels in terms of delivery and collection are met through monitoring of service levels returns
* Customer liaison to ensure that services being delivered by the operations team meet the required standards and taking necessary corrective action where necessary
* Maintain operation data on daily and monthly transaction for management decision as and when required
* Participation in budgeting and budget implementation process for the courier services business

**Customer Service Executive**

**Organization Name : TEAM EXPRESS SERVICES LLC**

**Location : Clock Tower Port Seed Deira, Dubai**

**Designation : Customer Service Executive**

**Duration : 2 YEARS**

**JOB RESPONSIBILITIES:**

* Answered, screened and directed inbound phone calls.
* Received and assisted clients and escorted them to correct destinations; offices, rooms or meeting rooms.
* Performed general secretarial duties, including – meeting scheduling, appointment set up, faxing and mailing.
* Took verbal and written messages and transmitted them to exact person/destination.
* Received and sorted email and electronic deliveries.
* Maintained meeting diary – manually or electronically, as required.
* Accepted letters and packages delivered to the front desk and distributed to appropriate staff.
* Handled general requests for information and data.
* Interacted well with the public.
* Handled delicate situations, such as – customer requests, special needs and complaints.
* Performed basic customer service functions.
* Coordinated maintenance of the front desk reception area equipment, furniture, lighting, applications and brochures.
* Maintained a neat, tidy and pleasant appearance of the reception area.

**Organization Name : Parlance institute Pvt.Lmt Pakistan.**

**Location : Gulsha-e- IQbal Karachi**

**Designation/ Position : Receptionist & Secretary**

**Duration : 1Year**

**JOB RESPONSIBILITIES:**

* Serve as secretary to the assigned supervisor; greet visitors and answer telephone, provide information; keyboard correspondence and related matters; prepare and maintain files and records.
* Prepare general correspondences, memorandums, reports, schedules, purchase orders and other materials from rough draft, copy, marginal notes or verbal instruction.
* Answer correspondence as directed by supervisor.
* Maintain appointment calendar, schedule appointments, conferences, and meetings.
* Check and review a variety of data for accuracy, completeness and conformity to established standards and procedures.
* Collect and prepare data for records and reports.
* Maintain records and generate appropriate reports.
* Compile and produce statistical information and reports.
* Make arithmetical calculations.
* Requisition supplies and materials for office and office copy equipment.
* Maintain financial transactions of office funds.
* Receive, route, sort, and process mail.
* Perform multi-pragmatic tasks successfully.
* Maintain filing system as required by supervisor.
* Operate standard office equipment to include word-processing and data processing equipment, copiers, laminators, etc.;
* Maintain confidential information of office related information.
* Attend in-services training to improve skills and knowledge of office work.
* Take all necessary and reasonable precautions to protect students, equipment, materials, and facilities.
* Comply with and support school and division regulations and policies.
* Model non-discriminatory practices in all activities.
* Perform related tasks as assigned by building administrator(s) in accordance with the school/policies and practices.

**EDUCATIONAL QUALIFICATION:**

* **B.A(Art’s) From karachi university (Continue)**
* **Intermediate (Economics) Private Board of Intermediate**
* **Matriculation (Science )AL-Fatah School Karachi**

**TECHNICAL KNOWLEDGE:**

**Operating systems : Win XP,Vista,Window7, Windows8**

**Packages : MS office, Excel, and Power point**

**ADDITIONAL COURSES:**

* **Airticketing From MPL Institute**
* **Ground Handling From MPL Institute**
* **Call Centre Traning From Parlance Institute**

**PERSONAL PROFILE:**

**NAME MADIHA**

**RELIGION MUSLIM**

**NATIONALITY PAKISTANI**

**MARITAL STATUS SINGLE**

**LANGUAGES**  **ENGLISH, URDU&HINDI**

**Date of Birth** **03-10-1991**