# Curriculum Vitae

**Madiha.346698@2freemail.com**

**Objective**:

Seeking a position that will benefit from my all professional experiences, positive interaction skills and industry contacts where my eight years’ experience of assisting in office work, documents handling, assistance at administrative level and customer service can polish my skills more and beneficial for the organisation.

# Education:

|  |  |  |
| --- | --- | --- |
|  **Academics** | **Year** | **Board** |
| BA | 2016 | AIOU |
| Intermediate | 2009 | Multan |
| Matriculation | 2007 | Multan |
| **Diplomas** | **Year** | **Board** |
| Diploma in Dress Making & Designing |  2004 | Punjab Board of Technical Education Lahore |
| Spoken English | 2013 | GIIT Rawalpindi |
| CCA | 2013 | GIIT Rawalpindi |

**Computer Skills:**

* Having good knowledge of computer operating.
* Having work experience with computer applications like, MS Excel, MS Word, MS PowerPoint, and MS Outlook.
* Typing speed is minimum 35wpm.

# Work Experience:

* Working in Subway (UAE) as a Store Coordinator from May 2016 till date.
* 1year work experience in Nando’s Restaurant Islamabad, Pakistan as an In-charge Staff Coordinator. (January 2015 to January 2016)
* 1year work experience as Office Coordinator in Gloria Jean’s Coffee & Hot Kitchen, Islamabad, Pakistan, (January 2014 to January 2015)
* 1 year work experience as CCR in Macdonald’s, Rawalpindi, Pakistan. (November 2012 to December 2013)
* 1 year and 2 months’ work experience as an Admin Assistant at Digital Online Jobs, Rawalpindi. Pakistan,(From January 2012 to March 2013)

* 4years’ work experience as a Cashier and as a Food Service Supervisor at Aroma Restaurant & Banquet Lawns, Burewala, Pakistan, (September 2007 to December 2011)

Responsibilities at Above Jobs:

**AS A Store Coordinator:**

* Assist Store Manager in Store Tasks :
1. Weekly staff schedule, Maintain staff duty hours, keep record of drivers weekly petrol expenses and other store expenses as well.
2. Making in Store inventory
3. Receive and check products
4. Maintain hard copy and electronic file system
* Supervise and assist staff in various tasks:
1. Train in making of accurate product knowledge
2. Maintain and check food safety procedure

As an In-charge Staff Coordinator:

* Assist customers

(Provide product or service information to assist customers in making a decision about a product to buy)

* Resolve any customer complaints
* Assist Management in office work

(Controlling the numbering, filing, sorting and retrieval of electronically stored or hard copy documentation)

* Greet customers
* Supervise staff
* Solve and handle Staff and customers queries

As Office Coordinator:

* To Manage operations, staffing and sales
* Manage store's inventory
* Manage work plans
* Train, guide, discipline, organization’s employees.
* Ensure clean and safe environment
* Attain customer service goals.

As CCR:

* Assist customers
* Handle in accordance with the company’s guidelines and policies
* To make sure the customer is satisfied
* Resolve any customer complaints.
* Arrange the Birthday parties of customers on specific packages.
* Assist Shift Manager in office work (Weekly staff schedule, Maintain staff duty hours, keep record of Drivers weekly petrol expenses)

As Admin Assistant:

* Primary responsibilities
* Answer telephones and transfer to appropriate staff member
* Meet and greet client and visitors
* Maintain hard copy and electronic filing system
* Setup and coordinate meetings
* Support staff in assigned project based work
* Additional responsibilities
* Provide office orientation for new employees
* Setup accommodation and all arrangements for the visitors and staff

As cashier:

* Greet the customers
* Holding all the cash transaction
* Checking daily cash accounts
* Guiding and solving queries of customers

As Food Service Supervisor:

Check and Maintain cleanliness of food service areas and equipment

Train workers in performance of duties

Supervise serving of meals

Inspect kitchen area and dining area and kitchen utensils and equipment to ensure sanitary standards are met

Keep record such as amount and hours worked by employees

**Personal Traits:**

* Adaptable and flexible behavior
* Easy to go with multitasking
* Energetic and positive attitude
* Good enough in building relationship both with team and customers
* Easy to work with multi cultural people

|  |
| --- |
| Languages Skill level |
| Language | Speaking | Writing | Listing |
| English | Good | Excellent | Good |
| Urdu | Excellent | Good | Excellent |
| Arabic | Fair | Good | Good |

# Reference:

# All documents and references will provide at demand.