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| **C:\Users\sunny.raja\Desktop\isq omr\1.jpgSundus** Sundus.379753@2freemail.com **DOB : 23/12/1987** |
| objective |
| To work in a challenging and competitive environment that will effectively utilize my experience, skills and creative talents for development in professional and personal front. |
| Experience |
| **Oriental Alloys Commercial Broker(UAE)****Marketing Officer**Jul 2017 – Present**Responsibilities*** Contribute in the implementation of marketing strategies
* Support the marketing manager in overseeing the department’s operations
* Organize and attend marketing activities or events to raise brand awareness
* Plan promotional campaigns for products or services on a variety of media (social, print etc.)
* Liaise with vendors to promote success of activities and enhance the company’s presence
* See all ventures through to completion and evaluate their success using various metrics
* Prepare content for the publication of marketing material and oversee distribution
* Conduct market research to identify opportunities for promotion and growth
* Collaborate with managers in preparing budgets and monitoring expenses

**Derby Group of Companies(Dubai-Silicon Oasis UAE)****Admin Assistant**Jan 2017 – JULY 2017**Responsibilities*** Answer and direct phone calls
* Organize and schedule appointments
* Plan meetings and take detailed minutes
* Write and distribute email, correspondence memos, letters, faxes and forms
* Assist in the preparation of regularly scheduled reports
* Develop and maintain a filing system
* Update and maintain office policies and procedures
* Order office supplies and research new deals and suppliers
* Maintain contact lists
* Book travel arrangements
* Submit and reconcile expense reports
* Provide general support to visitors
* Act as the point of contact for internal and external clients
* Liaise with executive and senior administrative assistants to handle requests and queries from senior managers

ABM Group of Companies– Karachi Pakistan**Receptionist** June 2015 – Oct 2016**Responsibilities*** Greet and welcome guests as soon as they arrive at the office
* Direct visitors to the appropriate person and office
* Answer, screen and forward incoming phone calls
* Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
* Provide basic and accurate information in-person and via phone/email
* Receive, sort and distribute daily mail/deliveries
* Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
* Order front office supplies and keep inventory of stock
* Update calendars and schedule meetings
* Arrange travel and accommodations, and prepare vouchers
* Keep updated records of office expenses and costs
* Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing

Institute of Bankers Pakistan – Karachi Pakistan**Receptionist**Sept 2014 – June 2015**Responsibilities:** |

* Greet and welcome guests as soon as they arrive at the office
* Direct visitors to the appropriate person and office
* Answer, screen and forward incoming phone calls
* Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
* Provide basic and accurate information in-person and via phone/email
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Telenor Pakistan (Mobile Operator Company) – Karachi Pakistan

Customer Service Relationship

Feb 2008 – July 2010

**Responsibilities:**

* Manage large amounts of incoming calls
* Generate sales leads
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships and trust with customer accounts through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Meet personal/customer service team sales targets and call handling quotas
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
* Keep records of customer interactions, process customer accounts and file documents
* Follow communication procedures, guidelines and policies
* Take the extra mile to engage customers

**SOFT SKILLS:**

* Good and friendly coordination with colleagues.
* Ability to work independently as well as in team.
* Good commercial and communicative skill with strong customer care skill
* Strong interpersonal skill and good organizational abilities.
* Sincere, honest and dedicated.
* Disciplined and sociable.
* Hardworking, self-motivated and result oriented.
* Friendly, mature, responsible & able to handle work.
* Result oriented, self-starter and able to work with minimum guidance

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| Education |
| Bachelor of Arts Karachi University, Karachi PakistanIntermediate KhursheedGovt Girls Degree College, Karachi PakistanMatriculation Aitchison Model School, Karachi Pakistan

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| Personal profile |

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Marital Status :Single

 Nationality : Pakistani

DECLARATION:

I hereby declare that the above furnished information is true to best of my

knowledge and belief.