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| Shabana  receptionist/admin/csr  Email· [shabana.392370@2freemail.com](mailto:shabana.392370@2freemail.com)  Visa Status: Visit Visa |Nationality: PAKISTANI |
| I would say I'm a very ambitious and dedicated Front Desk Officer with four years’ experience. Seeks a suitable career in it to succeed in an environment of growth and excellence and earn a job which provides me job Satisfaction and self-development. |

# Experience

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| April 2017 – dec 2018Receptionist  * Receiving all incoming calls and ensuring their distribution to the relevant employee. * Welcoming visitors to the office and making sure they were comfortable and looked after. * Dealing with all enquiries and resolving any problems over the phone or in person. * Answer and direct phone calls. * Organize and schedule appointments. * Plan meetings and take detailed minutes. * Write and distribute email. * 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. * Provide general support to visitors. * Act as the point of contact for internal and external clients. |
| May 2015 – jan 2017 (02 years)Receptionist,  * Handle web designing for the online sales. * Handle all online sales of company products. * Social Media Management: Facebook, Twitter, LinkedIn, Skype. * Upload new products online and maintain the details and content. * Take care of shipment that comes in and goes out. * Follow up on product shipment. * Excel storage of all data of sales. * Promoting the company products.  feb 2013 – dec 2014Customer service representative,**ALFALAH BUSINESS GROUP (PAKISTAN)**  * Contacting Customers and collecting payments. * Informing customers about the prevalent Company laws. * Investigating the customers’ accounts to check proper allocation of funds * Preparing reports to map the status of collection on a daily basis. * Follow up with the customers for review of the product. |

# Education

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| 2014Masters in political science, **Bahauddin Zakariya University, Multan, Pakistan** |

# Skills

* Possess strong Communication & Computer Skills.
* Strong organizational, administrative and general reception skills.
* Good workload and time management.
* Excellent telephone manner.
* Responsible
* Confident communicator.
* Self-Motivation
* Teamwork
* Adaptability

# Computer skills

* Tally. ERP 9
* SAP Business Module
* MS Excel - advanced (vlookup*,* pivot tables*).*

**Personal Details**

* Date of Birth : 13 Jan, 1991
* Gender : Female
* Religion : Islam
* Marital Status : Single
* Language Known : English, Urdu