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| Shabana receptionist/admin/csrEmail· 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.
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| 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.
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# 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