

[**360522@gulfjobseekers.com**](mailto:360522@gulfjobseekers.com)

**CAREER OBJECTIVE**

To become an excellent administrator in well-reputed organizations where I can utilize my education, experience and interpersonal skills in congruence with objectives of the organization I am working for.

### WORK EXPERIENCE

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| --- | --- | --- |
| Emaar Pakistan | Document Control Officer | 2016-till date |
| Emaar Pakistan | Front Desk officer/Admin Assistant/Customer Services Representative/Assistant to CEO | 2011-2016 |
| Marriott Islamabad | AYS Officer | 2009-2011 |

### Emaar Pakistan 2011 till Date

**Front Desk Officer**

* Briefing the customers about the Product & Different Projects of Emaar.
* Assisting the sales team to achieve defined sales goals.
* Maintaining the Customer’s Database.
* Managing Daily Record of the Walk-ins, Vendors, and Personal Contacts.
* Doing all admin work at office.
* Continuous Coordination with the Sales Department related to sales issues.
* Post service follow-up & analysis
* Care for customers at waiting area
* Carrying out responsibilities entrusted by the Management
* Handling of customer complaints
* Assisting HR department in Recruitment
* Assorting the CVs from the data base
* Providing CVs from the data base as required by the department head.
* Preparing Profile summaries and maintaining proper documentation
* Scheduling the interviews
* Assisting the customer care department in call center during the launch campaign when needed.
* Assisting the CEO when visit to Islamabad Office.
* Assist in day to day documents received related to Islamabad CEO Office.

**Document Control Officer (Current Position)**

As Document Controller maintaining and managing all important documents either for a particular project or whole company (CBK-CVI) and assuring that it is easily accessible and stored also responsible of keeping and maintaining day to day data and achieving the same in E-format in a software namely as Primavera.

**Responsibilities**

* Monitoring processes.
* Producing listings.
* Setting up project filling systems.
* Teaming up with other documentation groups.
* Coordinate all activities related to the Document Control procedure**.**
* Input document data into Primavera ensuring that the information is accurate and up to date.
* Generate the various document control reports as required.
* Maintain the files and control logs as required by the project.
* Handling all the documents (incoming-outgoing) and generating reference no.s against them.
* Maintaining the track sheet.
* Archive the contracts related documents as per CONTRACT Standard Index for Primavera Expedition
* Archiving the payments and TBC Minutes of Meeting.

Besides this also assisting the CEO office. Keeping proper documentation with proper filling. Drafting letters and handling the outgoing and incoming correspondence. Maintaining the CEO meeting schedule. Keeping the follow up as required by the CEO and to update status of the assigned tasks.

Assisting HR in maintaining the leave records of the employees. Keeping record of the health claims. Scheduling the interviews. Maintaining the files and records.

### Marriott Islamabad 2009-2011

* Worked in Customer Services Department namely (A.Y.S) where I used to handle in house guest calls and also incoming calls from outside (local, international).
* Use to note complaints of the guests record them, forward to the concerned department and then kept a strong follow up and ensure that the problem is resolved within the given time.
* Use to give the courtesy call after the problem is resolved.
* Use to take room service orders and pass them to the kitchen.
* Maintain a record book for guest’s issues and problems that were quarterly sent to **MARRIOTT INTERNATIONAL**.
* Performed duty as a senior shift in charge in the absence of Manager At Your Service.
* Providing information to the customers of the hotel and about the city Islamabad.
* Use to deal with any emergency and to prepare incident report according to the brand standard.
* Maintain a proper record of documentation.
* Deal with the Auditors local or international.

### WORKSHOP

Learnt about different policies and procedures, mainly

**Development:**

Product Brief, Highlighting USPs of the products

**Finance:**

Process related to Finance

**Legal:**

Agreement/Contractual/legal issues

**Marketing:**

Usage of Marketing Collateral & Effective use of Marketing & Advertising Communications

**Sales & Customer Care:**

Customer Psychometric Profiling

Selling Skills

Networking - Customer Service & generating leads

Contact - Understanding the Needs

Handling Objections

Confirmation - Securing Results

Preparation - Setting objectives

### TRAININGS

* Sales & Selling Techniques **(Emaar Pakistan)**
* Effective communication **(Emaar Pakistan)**
* MS Excel **(Emaar Pakistan)**
* OPERA & MACROS **(Marriott Islamabad)**
* Guest Satisfaction **(Marriott Islamabad)**
* Telephone Etiquettes **(Marriott Islamabad)**
* Fire & Safety **(Marriott Islamabad)**

### AWARDS

* “Wining Customers” By Emaar Pakistan
* “Sales & Selling Techniques” By Emaar Pakistan

### SKILLS & ABILITIES

* Team Player
* Strong communication and Interpersonal skills.
* Fluent Written and Spoken English.
* Ability to work with Senior Management and Internal Clients.
* Microsoft Office (MS Word, MS Excel, Power Point)
* OPERA
* Primavera

**ACADEMIC QUALIFICATION**

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| --- | --- | --- | --- |
| **Degree** | **Subject** | **Institution** | **Year** |
| Graduation | Psychology/Sociology | Viqar un Nisa College for Women | 2009 |
| Intermediate | F. Sc (Pre-Medical) | Station College for Girls | 2007 |
| Matriculation | Science | Station School No.2 | 2005 |

### PERSONAL

Date of Birth : 30 Nov, 1987

Nationality : Pakistani

Religion : Christian