

•Falak’s specialty is in convince customer and solve their query

•Certified Graphic Designer

About Falak

**Nationality**: Pakistani

**Languages**: English / Urdu /Punjabi

**Date of Birth:** 3rdDecember

**Marital Status:** Married

**Gender:** Female

**Visa:** Visit visa 90 days

**E D U C A T I O N**

**Bachelors in Information Technology |**Major: Programming

Al-Khair University - Pakistan

**2010 – 2014**

**ICS**

The Gov. College for Girls

Rawalpindi – Pakistan **2008** **–** **2009**

**Matric**

Private School

Rawalpindi – Pakistan **2007**



**FALAK**

[Falak.384299@2freemail.com](mailto:Falak.384299@2freemail.com)

Deira dubai, Dubai



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| --- | --- | --- | --- | --- | --- |
|  |  |  | **EXPERIENCE – 3 YEARS** | |  |
|  |  |  | | |  |
| **March** |  | **CSR (customer service representative)** | | |  |
| **2017** |  |  |  |  |  |
|  | *ZONG CON TACT CEN TER, KURI ROAD, ISLAMABAD* | | |  |

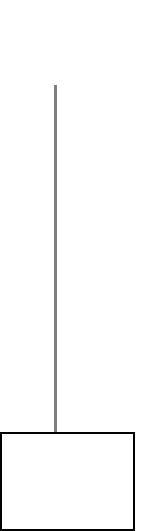


* Built long-term customer relationships and advised customers on purchases and promotions.
* Answered an average number of calls per day by addressing customer inquiries, solving problems and providing new product information.
* Dedicated to continuously improving sales abilities and product

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| --- | --- | --- |
| **Feb** | knowledge. |  |
|  |  |
| **2018** |  |  |
|  |  |  |



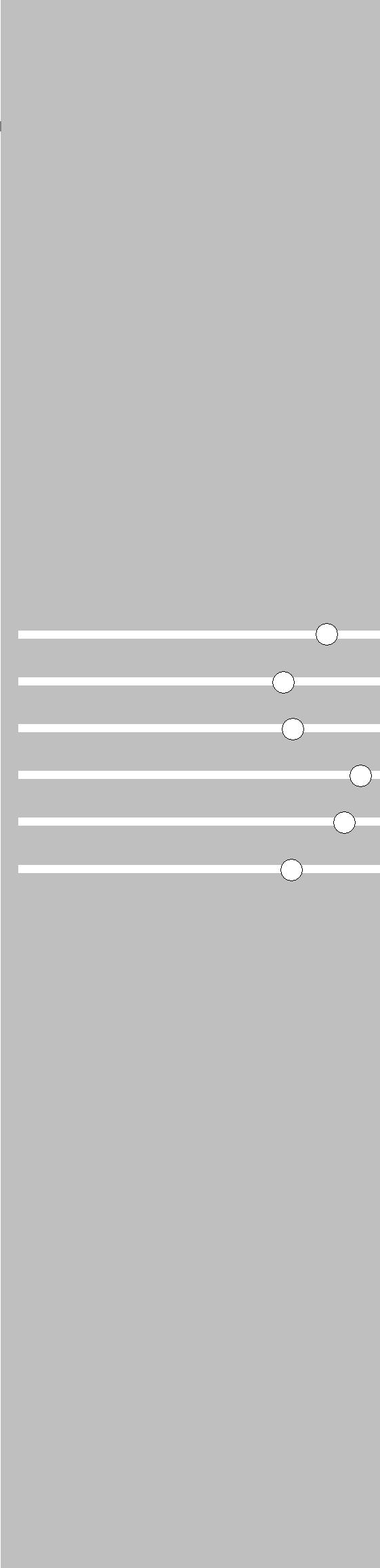
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|  |  |  |  |  | **CSR (customer service representative)** | | | |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | *Ibex Global (Mobilink project) Islamabad* | | | |  |
|  | **Sep** |  |  |
|  |  |  |  |  |  |  |  |  |
| **2015** | |  |  |  | - Built long-term customer relationships and advised customers on | | | |  |
|  |  |  |  |  |  |
|  |  |  |  |
|  |  |  |  |  |  | purchases and promotions. | | |  |
|  |  |  |  |  | - Answered an average number of calls per day by addressing | | | |  |
|  |  |  |  |  |  | customer inquiries, solving problems and providing new product | | |  |
|  |  |  |  |  |  | information. | | |  |
|  |  |  |  |  | - Dedicated to continuously improving sales abilities and product | | | |  |
|  | **Feb** |  |  |
|  |  |  |  |  | knowledge. | | |  |
| **2017** | |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  | **Graphic Designer** | | |  | |  |
|  |  |  |  |  |
|  |  |  |  | *Software house Islamabad I8* | | | | |  |
|  | **Oct** |  |  |  | - Meet with clients or the art director to determine the scope of a | | | |  |
| **2014** | |  |  |  |  |
|  |  |  |  | project | | |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |



* Advise clients on strategies to reach a particular audience
* Create images that identify a product or convey a message
* Develop graphics for product illustrations, logos, and websites
* Present the design to clients or the art director
* Incorporate changes recommended by the clients into the final design
* Determine the message the design should portray
* Review designs for errors before printing or publishing them

**May**

**2015**



**S K I L L S**

**Graphics Designing**

**Communication**

**Leadership**

**Problem Solving**

**Strategic Awareness**

**Handling Complexity**

**E X P E R T I S E**

Designing

3d Studio Max

MS office

Communication Skills

Management Skills

IT

**INTERNSHIP**



**Ufone “Head Office Islamabad” (2 Months)**

Worked in HR as Graphic Designer

**Certifications**

* **Computer Basic IT**

*Woman Development & Welfare Center Rawalpindi*

* **Certificate In Multimedia (Graphics)** *Arena Multimedia Rawalpindi*
* **Basic Of 3D Animation** *Arena Multimedia Rawalpindi*



**Achievements**

* Received Dedicated Student certificate (arena Multimedia)
* Received AHT champ (average hold time) certificate form Ibex Global (Mobilink Project)

**References**

*Would be provided if requested*