

Dynamic Admin and Support Executive with a proven track record in enhancing administrative efficiencies and client satisfaction. Provided comprehensive support across various departments, expertly handling phone calls, emails, and multiple communication channels. Excelled in virtual assistance and CRM proficiency, demonstrating strong multitasking abilities and meticulous attention to detail, significantly improving operational workflows.

Career Experience

Admin and Support Executive at Work Generations Pvt Ltd, Rawalpindi

September 2023 — May 2024

Provided comprehensive administrative support across multiple departments, efficiently handling phone calls, emails, and various communication channels. Executed diverse tasks including data entry, virtual assistance, and social media management. Coordinated projects and served as a virtual assistant for clients in the USA and UK. Conducted general administrative duties such as filing, record-keeping, and data organization, ensuring seamless operations and effective workflow management.

Assistant Teacher at Benchmark School, Rawalpindi

February 2023 — May 2023

Assisted in lessons, curriculum and homework planning. Worked with teachers to design lesson plans and coordinate activities for classes. Assisted lead teacher in providing individualized attention to students, resulting in improved academic performance. Established positive relationships with parents through effective communication, fostering parental involvement in their children's education.

Education

BS Economics and Finance, 2019 — 2023
International Islamic University, Islamabad

Fsc Pre medical, 2016 — 2018
Islamabad Model College For Girls, Islamabad

Matriculation, 2014 — 2016
Islamabad Model College For Girls, Islamabad

Soft Skills

- Problem Solving
- Adaptability
- Ability to Multitask
- Time Management
- Fast Learner
- Attention to Detail
- Communication
- Administrative Operations
- Coordination Skills

Technical Skills

Microsoft Office (Excel, Docs, PowerPoint)

Microsoft Teams

Google Meet, Zoom

Google Sheets

FreshDesk, Reamaze

Trello, Slack

Certifications

Mastering Customer Service at Ibex – Qureos – December 2023

Certificate of Appreciation – Roshan Kal Academy – September 2024

References

References available upon request