



HIRA KHAWAR

CONTACT Information

☎ 0330 9362019
📍 Rawalpindi, Pakistan

EDUCATION

National University of Modern Languages
(NUML), Islamabad
BS Mass Communication
2017 – 2021

SOFT SKILLS

STRONG COMMUNICATION
PROBLEM-SOLVING
TIME MANAGEMENT
TEAM COLLABORATION
ATTENTION TO DETAIL
ADAPTABILITY
PROBLEM-SOLVING

LANGUAGES

English
Urdu

OBJECTIVE

Motivated and organized professional with a background in mass communication and online sales. Adept at handling diverse tasks from customer service to media content creation, with the ability to adapt and contribute to various roles in a dynamic environment.

WORK EXPERIENCE

January 2023 – December 2023

Online Sales Representative

- Engaged with customers and managed inquiries.
- Handled order processing, payments, and tracking.
- Maintained organized records using spreadsheets for efficient management.

July 2019 – September 2019

Internship – PTV News

- Wrote and edited news content for live broadcasts.
- Created and updated news tickers.
- Assisted in newsroom operations and contributed to editorial decisions.

SKILLS

- Amazon Virtual Assistant: Managing product listings, customer service, and order fulfillment.
- Social Media Management: Skilled in content creation, account handling, and engagement with followers.
- Customer Service: Strong communication abilities focused on resolving inquiries and ensuring customer satisfaction.
- Order Tracking & Payment Management: Efficient in monitoring orders and ensuring smooth payment processing.