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15 April 1998



Education

2017–2022

Bachelor of Business Administration

National University of Modern Languages
(NUML)

2015–2017

Intermediate in Pre-Engineering

IMCG I-8/3

2013–2015

Matriculation

F.G Girls High School

Skills

MS Office

Leadership

Critical Thinking

Attention to details

Volunteering

Internship (March 2020 – August 2020 at
Askari Bank, Golra Mor, Rawalpindi)

AQSA NASEEM

Executive Secretary to Cluster General Manager

Seeking a career that is challenging and interesting and lets me work on the leading areas of technology, a job that gives me opportunities to learn, innovate and enhance my skills and strengths in conjunction with company goals and objectives.

Professional Experience

July 2024 – Present

Executive Secretary to Cluster General Manager

Pearl Continental Hotel, Bhurban, Murree

- **Schedule Managers on Duty** and coordinate their assignments effectively
- **Prepare Room Inspection Reports, schedule and organize meetings**, and ensure timely follow-ups
- **Attend to VVIPs**, ensuring exceptional service and attention to detail
- **Inspect and audit hotel property** to maintain high standards of quality and compliance
- **Participate in revenue meetings with the General Manager**, contributing to strategic planning and performance analysis
- **Manage all documentation and arrangements for the General Manager's international travel**, ensuring seamless coordination and compliance.

August 2020-July 2024

Manager Admissions

College of Tourism and Hotel Management (COTHM)

- Manage and **maintain a comprehensive admissions database for all students**, ensuring accuracy and efficiency
- **Provide personalized support to students** to resolve enrollment and registration issues
- **Review enrollment processes and implement improvements** to streamline future applications
- **Build strong relationships with incoming students** to guide them through admission requirements effectively

March 2019- June 2020

Customer Service Representative

Ion Resources

- **Cultivate and maintain relationships with key clients** through regular follow-ups, understanding their needs, and identifying new marketing opportunities
- **Analyze market data and trends** to create comprehensive reports that inform strategic decisions

Languages

English (Very Good)

Urdu (Native Speaker)

Hobbies and Interests

Scuba Diving

Gym

Basketball

- **Drive revenue growth** by successfully closing sales and achieving targets

Jan 2018-Feb 2019

Assistant HR

MR. Technologies

- **Address and resolve internal and external HR inquiries** and requests efficiently
- Maintain accurate and up-to-date **digital employee records**
- **Act as the primary liaison with benefit vendors** to ensure seamless coordination
- **Manage calendars and schedules for the HR management team** to optimize workflow
- **Facilitate employee goal setting and performance evaluations** to support development and growth

Certifications/Diploma

- **Diploma in culinary arts by (ICM-UK)** Institute of Commercial Management United Kingdom (April,2024)
- Student Member at **Chef Association of Pakistan** (April, 2024)
- Excellent Achievement and Performance in Global Professional Development Program at **(COTHM) College of Tourism and Hotel Management Dubai-UAE** (April, 2024)
- **Highfield Level 2 Award** in Food Safety for Catering (RQF) at **(COTHM) College of Tourism and Hotel Management** (October,2023)
- Delivering Passionate Service by **Typsy** (August, 2023)
- Effective Communication with Staff by **Typsy** (July, 2023)
- Infection Cleaning Principals for Hotels by **Typsy** (July, 2023)
- Customer (experiential) service by **Typsy** (June, 2023)
- Introduction to Front Office by **Typsy** (June, 2023)