

ROHA JAMIL

Rawalpindi, Pakistan

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I am excellent communicator with great interpersonal skills. I can successfully balance the needs of customers with the best interests of the company. I can draw attention from employers.

Experience | 11 years

ISLAMABAD INTERNATIONAL AIRPORT

GERRY'S DNATA - Islamabad, Pakistan | Dec 2024 - Mar 2025

- Supports smooth and safe airport operations by assisting with ground handling
- Passenger services, and administrative tasks
- Ensuring efficient aircraft movements and a positive customer experience.
- Ensure compliance with all regulations for check-in and boarding procedures.
- Ensure compliance always with Airline, Company and Departmental policies and procedures.
- Ensure all excess baggage and applicable fees are collected without exception, complying with Airlines Policies and Procedures.
- Competent on all airlines and their respective check-in and boarding procedures to a high standard.
- Competent in all manual/automated check-in processes.
- Report any accidents/incidents to the shift supervisor.
- Assist passengers at self-service kiosks.
- Comply with Company and Departmental Uniform regulations.
- Available to assist with any customer requirements.

SERVICE ADVISOR

SUZUKI CENTRAL MOTORS - Rawalpindi, Pakistan | Jan 2024 - Dec 2024

- Attending customers, listening to their concerns
- Assessing vehicle issues, explaining repairs and costs
- Ensuring timely service delivery, all while aiming for customer satisfaction.
- Consulting with mechanics regarding necessary repairs and possible alternatives to expensive repairs
- Answer questions about service outcomes, schedule and book appointments, vehicle drop-off and vehicle pick-up
- Provide customers with information and advice on warranty protections, potential cost savings.
- Manage and oversee the dealership's workflow and schedule
- Call customers to advise them about service changes or car pick-up times
- Maintain positive customer relationships to ensure repeat jobs.

CUSTOMER RELATION MANAGER

SUZUKI CENTRAL MOTORS - RWP, Pakistan | Feb 2014 - Dec 2024

- Greeting customers
- Active listening

Skills

- ■ ■ ■ ■ Administrative Skills
- ■ ■ ■ ■ MS Excel
- ■ ■ ■ ■ MS Office
- ■ ■ ■ ■ Social Media Marketing
- ■ ■ ■ ■ Team player

Awards

BEST PERFORMANCE | 2024

Certifications

Web Designing Course
The Classic Academy Saddar
Rawalpindi | 2014

Languages

English - Medium
Punjabi - Medium
Urdu - Medium

Hobbies

READING BOOKS
TRAVELLING
LISTENING MUSIC

- Cultural Awareness
- Effective communication
- Understanding customer problem which he/she is facing.
- Customer care at waiting area.
- Post service follow up and NDMR calls to customers.
- Handling of customer complaints.
- Export weekly and monthly reports.
- Send letters to customers about NDMR. Keep record of customers on Excel and Microsoft.
- Daily Appointments
- Customer Satisfaction

SECRETARY

SHIFA INTERNATIONAL HOSPITAL ISLAMABAD - Islamabad, Pakistan | [Oct 2013 - Jan 2014](#)

- Provide secretarial support to the manager FNSD and all staff including making inter office memo, letter, reports and faxes etc. receiving and answering the emails, handling routine letters and queries addressed to the departments, make various spread sheets and miscellaneous administrative activities.
- Typing and editing of all correspondence and monthly report.
- Updating and managing the filing system on regular basis.
- Handling all the correspondence
- Also work closely with all the medical staff and provide them secretarial support to them
- Assist in arranging and coordinating the meeting arrangements, functions and other events involving external organizations units / project and / or staff.

OFFICE COORDINATOR

VSH NEWS (FIRST BALOCHI NEWS CHANNEL) - Rawalpindi, Pakistan | [Nov 2011 - Dec 2012](#)

- Composes and prepares correspondence, invoices, reports and presentations, prepares minutes and maintains appropriate files.
 - Demonstrates understanding & respect for age group, cultural & religious beliefs of clients, community & staff.
 - Purchase materials, services and equipment at the request of the personnel, generate purchase orders and enter data into accounting system.
 - Maintain an accurate record for all inventory items (i.e., parts and materials).
 - Compiles office billing and charge reports for use within billing software.
 - Communicate both informally and formally in scheduled meetings with management, subordinates and peers.
 - Enter and maintain daily backlog for billing purposes and update after billing is complete.
 - Compiles, prepares, and analyzes complex reports, proposals, to include assessments, care plan and visit orders and documents including but not limited to financial, statistical reports, and personnel records.
 - Contact clients to provide field operation support such as obtaining technical information, verifying schedules and receiving purchase orders.
 - Assure all contracts and bids are documented and delivered properly.
 - Supervises activities of the office staff (to include, but not limited to filing, telephone answering techniques, preparation of documents, record retention, duplication, faxing, mail distribution, and ordering of supplies).
 - Provides recommendations for department goals, policies and procedures, budgets, statistical reports, and process improvements.
 - Follow up on client inquiries and complaints.
 - Coordinates office to achieve efficient office flow and employee productivity, training, supplies, office equipment maintenance and repairs, housekeeping, facility maintenance/management.
 - Assigns, prioritizes, and distributes work assignments, and reviews work performed by office staff.
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Education

University of the Punjab, Rawalpindi / GRATUATION (2013)

Waqar-un-Nisa post Graduate College for women, Rawalpindi / F.A (2011)

St.Tereasa's Girls High School Rawalpindi, Rawalpindi / MATRIC (2009)
