

AIMEN QURESHI

☎ 0335 - 0018682

✉ Aimenqureshi7@gmail.com

📍 Dheri Hassan Abad, Rawalpindi

ABOUT ME

A problem-solver who gets things done! I thrive on building strong connections, crafting smart strategies, and turning ideas into real results. With a mix of creativity and strategy, I help businesses grow and make an impact.

WORK EXPERIENCE

Customer Service Officer (CSO) – Zong (CMPak Pvt. Ltd.) April 2025

- Completed training in telecom services, CRM systems, and customer care protocols.
- Worked in the Outbound Team, reactivating service packages with customer consent.
- Handled outbound calls, improved retention, and ensured customer satisfaction.
- Gained CRM experience, managed feedback, and maintained follow-up records.
- Built skills in persuasive communication, objection handling, and trust building.

ASSISTANT SALES MANAGER | ISMMART GROUP OF INDUSTRIES Aug 23 - Feb 24

- Sales Growth & Client Acquisition – Successfully achieved sales targets by presenting tailored investment services to potential clients, ensuring alignment with their needs. Strong
- Communication & Persuasion Skills – Engaged in persuasive sales pitches and negotiations, effectively closing deals and expanding the customer base.
- Client Relationship Management – Maintained and strengthened relationships with existing clients, fostering long-term partnerships and repeat business.

VISITING LECTURER | GOVT. GIRLS DEGREE COLLEGE MANDAN, BANNU Mar 22 - Mar 23

- Academic Impact & Student Engagement – Prepared and delivered high-quality lectures for BS students, ensuring a comprehensive understanding of the subject matter. Educational
 - Institute & Classroom Management – Developed structured course materials and assessments to evaluate student performance effectively.
 - Strategic Thinker & Problem Solver – Actively contributed to curriculum development through departmental meetings, ensuring an up-to-date and impactful academic program.
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EDUCATION

BS ZOOLOGY GOVT. GIRLS DEGREE COLLEGE MANDAN, BANNU	2017 - 2021
FSC (PRE MEDICAL) GOVT. GIRLS POSTGRADUATE COLLEGE, BANNU	2014 - 2016
SSC (SCIENCE) PENNEL HIGH SCHOOL, BANNU	2012 - 2014

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TECHNICAL SKILLS

- Microsoft Office
- Graphic Designing
- Business Presentations
- Research
- Data Collection & Analysis
- Basic Digital Marketing Knowledge
- E-Commerce Management
- CRM Tools

SOFT SKILLS

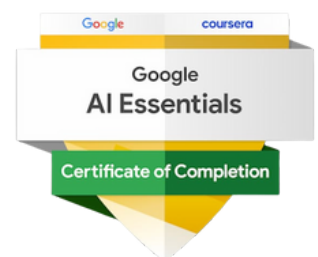
- Creativity & Innovation
- Problem - Solving
- Active Listening
- Communication
- Team Collaboration
- Critical Thinking
- Leadership
- Quick Learner & Adaptable
- Time Management & Organization

KPI'S

- Sales Growth & Client Acquisition
- Strong Communication & Persuasion Skills
- Academic Impact & Student Engagement
- Content Marketing & Digital Strategy
- Multidisciplinary Expertise
- Certified Professional
- Strategic Thinker & Problem Solver
- Passion for Learning & Growth

CERTIFICATIONS

- **Graphic Designing**
SkiesItSolutions (2024)
- **Content Writing**
Webbithire Online (2025)
- **Freelancing**
Digiskills.pk (2019)
- **Digital Marketing & Financial Management**
UST Bannu (2021)
- **UNDP Social Entrepreneurship**
GGDC Mandan Bannu (2021)
- **Creative Writing**
Digiskills.pk (2019)



- **Google AI Essentials**
Coursera (2025)