

Curriculum Vita

Muhammad Waseem Hafeez

CONTACT

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Personal Information:

 Date of Birth:	02/ 02/ 1988
 Gender:	Male
 Nationality:	Pakistani
 Religion:	Islam
 Marital status:	Married

Professional Profile:

Dynamic and results-driven professional with over two years of progressive experience in data management and customer service. Demonstrates strong analytical skills and a commitment to excellence in all professional endeavors. Adept at fostering positive relationships with clients and colleagues, delivering efficient solutions, and optimizing workflow processes. Seeking to leverage expertise and dedication in a challenging role within a reputable organization.

Professional Experience:

- 1. Complaint Receiver - GHQ Housing Directorate, ADH Zone-4, Rawalpindi (December 2023 – April 2025)**
 - Efficiently address and resolve complaints, ensuring high customer satisfaction.
 - Maintain accurate records of complaints and resolutions in a structured database.

- Foster positive communication and collaboration with team members to expedite issue resolution.
- Demonstrate a proactive approach to managing high volumes of customer interactions.

2. Data Entry Operator - Hotel Royal Palace

- Accurately input and manage data, maintaining the integrity and confidentiality of records.
- Implement efficient data processing techniques to enhance accuracy and speed.
- Assist in administrative tasks, including data compilation and report generation.
- Contribute to workflow improvements by suggesting data management optimizations.

Educational Qualifications:

- Bachelor of Science (BSc) - Punjab University (2009)
Major subjects: Mathematics, Statistics and Economics
- Higher Secondary School Certificate (FSc) - BISE Rawalpindi (2007)
Major subjects: Mathematics, Statistics and Economics
- Secondary School Certificate (Matriculation) - Federal Board (2005)
Major Subjects: Science

Certifications:

- Basic Computer Skills (MS Office, Internet, Email) - Government Garden College, Rawalpindi (3 months)

Key Skills and Competencies:

- Data Management and Accuracy
- Customer Service Excellence
- Problem Solving and Critical Thinking
- Team Collaboration and Coordination

- Effective Communication and Interpersonal Skills
- Proficient in MS Office Suite (Word, Excel, PowerPoint, Access)
- Typing Speed: 30 WPM
- Skilled in Internet Research and Email Communication

Personal Attributes:

- Highly organized and detail-oriented
- Capable of handling critical situations with composure
- Strong ethical commitment and reliability
- Proactive learner with a growth mindset

References: Available upon request.