

Minahil Amir

Rawalpindi, Pakistan | 0344-0519511 | ✉ minahilamir2003@gmail.com

Career Objective

A motivated BBA graduate specialized in Marketing and Finance, seeking an entry-level role in Human Resources, Finance or Administration. Eager to apply communication, recruitment, and organizational skills gained through internship and customer service experience to contribute effectively to company goals.

Professional Experience

Customer Service Representative — Berlitz (Study Abroad Department)

May 2025 – September 2025

- Delivered customer support via phone and chat, ensuring timely and courteous service.
- Handled client inquiries related to study abroad programs and resolved complaints effectively.
- Collaborated with the team to close sales and maintain high customer satisfaction levels.
- Strengthened communication, record-keeping, and relationship management skills applicable to HR functions.

HR Intern — Fauji Fertilizer Company Ltd. (Head Office)

August 2023 – September 2023

- Assisted in **recruitment activities** including candidate shortlisting and interview coordination.
- Observed **HR data management** (HRIS) and employee documentation processes.
- Conducted research on **compensation and benefits** policies and reward systems.
- Supported **organizational development** projects by analyzing structural improvements.

Education

Bachelor of Business Administration (BBA) — Foundation University, Islamabad

Specialization: Marketing & Finance | CGPA: 3.52 | Graduation Year: 2025

Intermediate (ICS - Physics) — Punjab Group of Colleges | Passing Year 2021

Skills

- MS office
- Communication
- Adaptability

- Team Work
- Customer Relationship Management

Projects

- **Management Project:** SWOT Analysis of a Restaurant Business
- **Financial Accounting Project:** In-depth Financial Analysis of Sapphire Textile Mills