



AREEBA SIKENDAR

CUSTOMER SUPPORT AND ADMINISTRATOR

CONTACT

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PROFILE

I am a motivated and customer-focused professional with experience as a CSR and Administrator. I excel at handling client inquiries, resolving issues efficiently, and managing daily office operations with accuracy and organization. My goal is to ensure excellent customer service while supporting smooth administrative functions.

SKILLS

- Microsoft Office
- Adobe Acrobat
- Adobe Illustrator
- Adobe Photoshop
- Figma
- In Page
- Google Workspace
- Corel Draw
- Wamp Server
- WordPress

LANGUAGES

- English: Advanced
- Urdu: Native

HOBBIES

- AI & Machine Learning
- Traveling
- Arts
- Organizing or planning events

PROFESSIONAL EXPERIENCE

CSR – LINGUIST RECRUITER

Translation Empire – Rwp, Pakistan | Jun 2025 - Present

- Recruitment
- Conducting Interpreter Competency Assessment
- Inbound calls

Public Relation Officer – Communication Officer

Benchmark School – Rwp, Pakistan | Sept 2023 – Jul 2024

- Served as a liaison between parents and institute
- Maintaining records
- Organized and facilitated meetings
- Handled cellphones
- Facilitating staff

Foundation Stage 3 – Montessori Directress

Roots Garden School – Rwp, Pakistan | Sept 2022 – Sept 2023

- U.K based Curriculum (Pearson EdExcel)
- Floppy Phonics

Transcriptor – Free lancer

Servixer LLC – Rwp, Pakistan | Jun 2022 – Aug 2022

- Accurately transcribing audio calls
- Preparing training documents

CSR – Insurance Sales Manager

World BPO – Rwp, Pakistan | Jul 2020 – Mar 2022

- Proven ability to handle inquiries related to Medicare, resolve issues and ensure customer satisfaction.

Primary Years Co-Ordinator

Mentors School – Rwp, Pakistan | Sept 2018 – Feb 2020

- Curriculum planning, team leader, parent dealing, event management, facilitator, branch communicator etc.

EDUCATION

Bachelor of Education (Hons.) Elementary

Virtual University of Pakistan – Rwp, Pak | 2019 – 2023

Specialization: Biology, Economics