

HUNZA BASHIR

House No# Zainab Girls hostel near Khan house, A Block, satellite town, Rawalpindi

Cell No (Pakistan): 03291522844

E-mail: hunzaa086@gmail.com

Objective

Interested in continual employment within my fields of experience and want to enhance my knowledge and abilities for the organization's benefit. Interested in teamwork and gaining experience in professional life.

Personal Information

Father's Name: Muhammad Bashir

Date of Birth: 02-07-1999

ID Card No: 37102-6256829-0

Nationality: Pakistani

Marital Status: Single

A resident of Rawalpindi

Work Experience

Organization: Cloud Data

Designation: Quality control officer

From. July 2023- Nov 2023

Job Description:

- ☑ **Conduct Inspections & Testing:**
 - Perform regular inspections of raw materials, in-process products, and finished goods to ensure they meet quality standards.
- ☑ **Implement Quality Standards:**
 - Ensure compliance with company quality policies, industry standards, and regulatory requirements (ISO, GMP, etc.).
- ☑ **Identify Defects & Deviations:**
 - Detect defects, deviations, and non-conformities during production and take corrective actions.
- ☑ **Maintain Documentation & Reports:**
 - Record inspection results, test data, and prepare quality reports for internal review and audits.
- ☑ **Coordinate with Production Team:**
 - Work closely with production and warehouse teams to resolve quality issues and improve processes.
- ☑ **Support Continuous Improvement:**
 - Suggest improvements in processes, materials, and procedures to enhance product quality and reduce defects.
- ☑ **Assist in Audits:**
 - Participate in internal and external audits to demonstrate adherence to quality standards.
- ☑ **Calibration of Equipment:**
 - Ensure that measuring and testing equipment is properly calibrated and maintained..

Key Skills & Competencies:

- Strong interpersonal and communication skills.
- Good knowledge of banking products and financial services.

- Customer service orientation with problem-solving abilities.
- Ability to build long-term client relationships.
- Basic understanding of banking regulations and compliance.
- Proficient in using banking software and CRM tools.

Organization: ASK Development

Designation: Customer Care Executive

From January 21, 2024 to March 27, 2025

Job Description

1. Responding to customer inquiries and resolving issues via phone, email, or chat.
2. Providing product or service information and troubleshooting technical issues.
3. Handling customer complaints and concerns in a professional manner.
4. Offering solutions and alternatives to meet customer needs.
5. Documenting customer interactions and maintaining records.
6. Collaborating with internal teams to resolve customer issues.

Academic Qualification

BSC	Govt Women Degree College Fateh Jang
Punjab University	2019
Intermediate (ICS)	Govt Women Degree College Fateh Jang
Rawalpindi Board	2017
Matriculation	Govt Girls High School No 3 Fateh Jang
Rawalpindi Board	2015

Languages

- Urdu: Urdu
- Local Pakistani languages: Fluent (2 languages)
- English: Fluent

Reference

Reference will be provided.