

FAISAL MUSTAFA - SENIOR ADMINISTRATIVE ASSISTANT

COMSATS University Islamabad, Park Road, Chak Shahzad, Islamabad, Pakistan.

Official Email: faisalmustafa@comsats.edu.pk

Personal Email: paypal.faisalmustafa@gmail.com

Mobile No: +92-300-5182257 | Official Direct No: +92-51-9049-5524

LinkedIn: <https://www.linkedin.com/in/fmustafa1>

PROFESSIONAL SUMMARY

Dynamic and results-oriented Senior Administrative & Student Services Professional with 25+ years of experience in office administration, academic coordination, student advising, and event planning in higher education institutions. Expert in streamlining operations, managing student information systems (SIS), and enhancing student engagement through innovative support strategies. Adept in Microsoft Office, web portals, policy compliance, and interdepartmental collaboration. Committed to fostering student success and operational excellence.

PROFESSIONAL EXPERIENCE

Senior Administrative Assistant

COMSATS University Islamabad, Pakistan | June 2002 – Present

- Serve as the *primary point of contact* for student inquiries across multiple channels (telephone, social media, and in-person), providing accurate guidance and effective resolution.
- Manage the Events Registration Portal, ensuring its user-friendliness, accuracy, and efficient operation.
- Oversee the reservation system for seminar halls, ensuring optimal utilization and efficient scheduling.
- Contribute to the Campus Ambiance & Events Management Committee (CAEMC) by providing insightful recommendations and support to the Convener.
- Ensure meticulous record-keeping of all approved campus events, maintaining an organized and accessible database.
- Liaise effectively with departmental coordinators to facilitate smooth communication and collaboration on various student-related matters.
- Manage the student identification card process by overseeing photograph acquisition, proactively identifying students without submissions, and communicating necessary information to relevant departments.
- Support the efficient operation of the Student Financial Aid Office (SFAO) through various administrative tasks, including the dissemination of scholarship announcements.

- Streamline the student online clearance process within the Student Affairs Section, providing necessary assistance and support to students.
- Collaborated with the IT team on the development and ongoing maintenance of the Kinship Portal, ensuring its functionality and relevance through timely updates.
- Worked on Prime Minister Youth Laptop Scheme (PMYLS) student data for verification and settlement of student queries.
- Provided support in HONHAAR Scholarship Program by Govt. of Punjab. Verification of student data and settlement of their queries.
- Working on re-payment of Qarz e Hasna Awardees and till now recovered Rs. 60,000,00/-.
- Suggested to improve Student Help Desk Web Portal.
- Assisted to create a better office environment for the colleagues in Student Affairs Section.
- Undertake any additional responsibilities as assigned by the Student Affairs Incharge to contribute to the overall effectiveness of the department.

Computer Instructor

National Training Bureau, Islamabad | Jan 2000 – Jan 2002

- Delivered structured IT training covering MS Office, Windows, and foundational software tools.
- Maintained accurate student records and ensured operational lab environments.
- Designed course materials, improving curriculum delivery and student engagement.

Computer Instructor

Al-Mustafai Foundation Computer Center, Rawalpindi | Sep 1999 – Feb 2000

- Conducted hands-on computer training and lab-based skill-building courses.
- Created course outlines and maintained computer labs for optimal learning experiences.

Teacher (English, Mathematics & Science)

Asia School and College, Rawalpindi | Sept 1997 – Sept 1999

- Taught core academic subjects to middle and high school students.
- Supported academic development through curriculum enhancement and classroom innovation.

Intern – IT Support (Cement Booking System)

ASKARI Cement, Rawalpindi | May 1999 – July 1999

- Analyzed and tested the efficiency of computerized cement logistics and booking systems.

EDUCATION

Master of Science in Information Technology – Preston University, Kohat, Khyber Pakhtunkhwa, Pakistan – 2005 | CGPA: 3.0 / 4.0

Bachelor of Science (Math, Statistics, Economics) – University of the Punjab, Lahore – 1996

CERTIFICATIONS & WORKSHOPS

- Career Enhancement Training – CUI Islamabad (2020)
- Office Procedures, Noting & Drafting – HEC / FDA (2015, 2022)
- Specialized Courses: Networking, E-Commerce, Web Databases, Travel Systems, Computer Hardware, English Communication

VOLUNTEER WORK & LEADERSHIP

- Assistant Warden & Sports Room Incharge – COMSATS Hostels
- Volunteer – COMSATS Career Expo (2022)
- Secretary – MughalFoundation.org (NGO)
- Member – Pakistan National Youth Services (NGO)

RECOGNITIONS

- Letters of Appreciation – COMSATS University (2013, 2022, 2024, 2025)
- Recognized for outstanding performance in administration and student support services