

MUHAMMAD FURQAN

Administrative Professional

Wah, Pakistan | Phone: +923335528438 | Email: furqanmirza77@gmail.com | [Linkedin](#)

SUMMARY

With over 9 years of experience, I excelled in leading data management and administrative tasks, HR, coordinating staff, and ensuring smooth operations. I meticulously maintained records, facilitated effective communication, resolved issues effectively, and provided expert support, significantly enhancing workflow efficiency and organizational success.

SKILLS

- | | | |
|----------------------------|-------------------|---------------------|
| • Report Writing | • Data Entry | • Communication |
| • Team Supervision | • Data Analysis | • Problem Solving |
| • Attention to Detail | • Data Accuracy | • Customer Service |
| • Training and Development | • Data Management | • Technical Support |

EXPERIENCE

Complaints Management Officer

Newcity Phase II – 2025 – Present

- Handled customer complaints promptly, ensuring fair resolution and improved client satisfaction.
- Investigated issues by coordinating with relevant departments to provide accurate solutions.
- Maintained detailed records of complaints, resolutions, and follow-ups for compliance.
- Identified recurring issues and recommended process improvements to management.

Executive Assistant

Khan Travels – 2020 – 2024

- Prepared office schedules, supervised the activities by handling 20+ tasks weekly.
- Improved reporting accuracy by updating 50+ travel records monthly for senior management.
- Trained new staff, enhanced team efficiency and compliance with company policies.
- Ensured and organized meetings, timely entries, and enhanced operational efficiency by 25%.
- Secured and managed 200+ confidential documents, supporting executive decisions and hiring.

Records Manager

Graana, Islamabad – 2018 – 2020

- Guided the creation, entry and storage of 100+ documents monthly, ensuring 100% accuracy.
- Coordinated with clients to process 25+ cases weekly, and streamlined operations.
- Conducted financial management, and contributed to a 15% improvement in audit compliance.
- Facilitated team communication, tracked 100+ documents, and identified process improvements.
- Ensured data integrity, transparency, and enhanced data entry protocols with accuracy.

Office Coordinator

Shalimar Hotel 4 Star, Rawalpindi – 2016 – 2018

- Oversaw daily data entry and administrative tasks, ensuring smooth office operations.
- Organized and coordinated 10+ meetings monthly, and improving response time by 25%.
- Facilitated customer support, guest arrivals, departures, and provided technical support.
- Contributed to team coordination, with 20% improvement in organizational efficiency.

Research Fellow

USAID – 2015 – 2016

- Conducted and analyzed literature reviews, providing key insights to enhance project outcomes.
- Prepared and submitted reports on activities and present to the manager.
- Transcribed interviews, cleaned and analyzed data, and prepared detailed project outcome reports.
- Monitored and reported on project activities and budget monthly, maintaining accuracy and ensuring adherence to financial goals.

Intern

National Bank of Pakistan – Feb 2014 – Jul 2014

- Processed 500+ e-Remittances and currency transaction reports monthly, ensuring compliance with regulatory standards.
- Maintained and updated staff loan ledger for 100+ employees, reducing discrepancies by 10%.
- Arranged and documented 50+ LC files and loan proposals, improving customer satisfaction and approval rates by 15%.

EDUCATION

- **M. Phil Sociology**

2014-2016

Arid Agriculture University, Rawalpindi

DIGITAL TOOLS

- **MS Office:** Creating, editing, and any kind of formatting in **MS Word**. Able to create professional eye catching **PowerPoint** presentation. Professional knowledge of **MS Excel**; data cleaning, formatting, merging, sorting, data analysis, Vlookup, Hlookup, dashboards, pivot tables, financial plans, budgeting, and expense sheets. Click to see my [Fiverr portfolio](#)
- **Digital Marketing:** Professional knowledge of social media platforms, growth algorithms and SEO Strategies, content writing, and designing with **Canva** for Facebook, Instagram, LinkedIn, TikTok posts. I have 1 Lac+ followers on my personal accounts.
- **Websites:** Able to perform **WordPress** installation, website development using WordPress, theme customization, company branding, **Ecommerce** stores using **Shopify**, and product descriptions.

CERTIFICATIONS

- **Ecommerce Dropshipping:** Luqman Walayat 2022
- **Content Marketing and Advertising:** e-Rozgaar Punjab Gov. 2020
- **DIT:** Margalla Training Institute – 2009
- **Graphic Designing:** UCAT International Examination – 2007