

SHAYAN KHAN

Reservation Booking Assistant / Administrative Support Officer

✉ shayan15515@gmail.com ☎ +92315 5158368 📍 Rawalpindi, Pakistan

PROFESSIONAL SUMMARY

Administrative and customer service professional with over five years of experience in registration support, record keeping, and public-facing roles. Skilled in documentation, data accuracy, and office system management, with a strong commitment to efficient service delivery. Experienced in staff supervision, accounts handling, and providing basic IT support for operational systems. Recognized for accuracy, discipline, and the ability to perform effectively in fast-paced environments.

PROFESSIONAL EXPERIENCE

Syed Jamil and Company (Pvt) Ltd. (Pakistan Railways),

2020 – Present | Rawalpindi

Reservation Booking Assistant / Administrative Support Officer

- Managed reservation, registration, and record-keeping processes in a structured public-sector environment.
- Maintained accurate manual and computerized data, ensuring correctness and confidentiality of records.
- Handled public dealing, inquiries, and service facilitation with professionalism.
- Prepared daily, weekly, and monthly reports, registers, and official documentation.
- Coordinated with supervisors, operational teams, and administrative staff to ensure smooth workflow.
- Supported customer-style service operations, including issue resolution and guidance.
- Assisted in accounts entries, cash handling, and reconciliation as part of administrative duties.
- Provided basic IT and system support for reservation and reporting systems.
- Ensured compliance with organizational policies, procedures, and timelines.

SKILLS

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| • Microsoft Office | • Email & Official Communication |
| • Accounts Handling & Record Keeping | • Operations Reporting & File Management |
| • Excel | • Administration |
| • Data Entry & Data Accuracy | • Communication & Public Dealing |
| • Customer Services & Registration Support | • IT Support (Operational Systems) |

EDUCATION

Virtual University of Pakistan,

2023 – 2027

Bachelor of Science in Computer Science

In Progress

STRENGTHS

- Reliable and detail-oriented
- Quick learner and adaptable
- Strong coordination and communication skills
- Trusted with operational responsibility

CERTIFICATES

- Google Workspace [!\[\]\(31b03e46ee8a80a1f1467b8c03bd76e8_img.jpg\)](#)