

Syeda Hina Fatima

“I strive to make a difference”

Street no. 3, House no. 324,
Shareef Town, Pindoriyan,
Islamabad.
CNIC No: 61101-0307202-0
Contact details: 0341-1489797
hinagillani23@gmail.com

EXPERIENCE

Study Adviser UK, *Closed Case Manager & Quality Assurance In-Charge*

Duration: March 2024 – till now

Job Duties:

Quality Assurance In-Charge

Evaluating assigned teams' performance, Digital Campaign quality assurance checking of different teams on social platforms such as Facebook, TikTok, & Snapchat. Digital, Internal & Email management quality assurance. Maintaining all deductions of staff with proof (if any violation of policy found), managing daily, weekly & monthly reports of Google Docs & sheets. Audit of the annual performance of the teams based on stats. Other regions team quality assurance on the basis of phone screen recordings, online Zoom meeting & live Google Sheets.

Major Duties:

Daily Task Sheet Quality Assurance

Evaluating new internees' performance

Digital quality assurance

Internal Sheet, CRM & drive folder quality assurance.

Official email management checks are assigned to staff.

Social media caption quality assurance.

Daily walk-in sheets for different offices.

Closed Case Assistant

Managed and finalised all internal closed cases for the year 2024, ensuring complete documentation and compliance.

Conducted **campaign closure calls till 2025** and compiled verified data received from QC teams of multiple digital campaigns.

Handled and closed **digital cases from CEO Phone Groups**, maintaining accuracy, confidentiality, and proper reporting.

Fair Deal Trading (Pvt) Ltd, *Office Assistant, Graphic Designer*

Duration: Nov 2023 – Feb 2024

Job duties as an Office Assistant: Making official policies, drafting official letters, drafting appointment letters

Job duties as a Graphic Designer: Logo Design, Social Media Post Creation and Video Editing using Adobe Illustrator, Adobe Photoshop and Canva.

Ministry of Climate Change & Environmental Coordination-*Internee*

Duration: 1 June–31 Aug 2023

Official Letter Drafting, Data Entry and Research

Etimaad International(Pvt.), Hill View Plaza, Near Fresco Sweets, Blue Area, Islamabad — *Senior Business Developer Officer*

Duration: 16 June, 2022 to 14 July 2023

AWARDS

Achievement and awards in 2008-2009:

Inter-zonal badminton
championship 2008 (1st Prize)

Inter-zonal table tennis
championship 2008 (1st Prize)

Achievement awards in 2010:

Winner of the table tennis in
inter-zonal table tennis
Championship

Winner of Table Tennis in
First Islamabad Schools
Games

Runner-up of Badminton in
First Islamabad Schools
Games

Achievements and Awards in 2011:

Inter-collegiate cricket
Competition,
Islamabad(winner)

Inter-collegiate table tennis
competition,
Islamabad(winner)

Inter-collegiate badminton
competition,

Generating business for the organization. 22 successful plots sold in different projects that are dealt by organization . 1 high rise shop sold during the tenure of my job. Won the star employer of the month award by generating 9 successful deals. Won the star performer award by generating authentic audience for social media platform of the company.

Sir Syed Preparatory School System, Near to Paradise Complex, Pindoriyan, Islamabad — *Teacher*

Duration: 1st March–31 August 2019

Work as a Class Teacher, teaches all the subjects to class three, also work as a subject teacher of science, pakistan studies and computer science.

Australian Concept Medical Center, G-10 Markaz, Islamabad—*Office Assistant*

Duration: 1st March–31 September 2016

Working as an office assistant, I gained how to make reports of patients, dealing skills towards patients and call handling.

Allama Iqbal Rehabilitation Organization, G-9/2, Islamabad— *Office Assistant*

Duration: 1st February to 31st July 2015

I have been working in AIRO as an office assistant for six months. I worked in this NGO part time during my master program.

EDUCATION

Islamabad Model Postgraduate College , H-8, Islamabad—*Master in Geography*

Duration: 2015–2017

Master in Geography

University: Quaid-i-Azam University, Islamabad

Allama Iqbal Open University, H-8 Islamabad–*Bachelor of Education*

Duration: 2015–2016

Bachelor of Education

Major Subject: Education(G. Science Group)

University:Allama Iqbal Open University, H-8 Islamabad

Federal Government College for Women, F-7/2, Islamabad—*Bachelor of Science*

Duration: 2012–2014

Bachelor of Science

Major Subject: Geography, Computer Science, Economics

University: Quaid-i-Azam University, Islamabad

Federal Government College for Women, F-7/2, Islamabad—*Intermediate*

Duration: 2010–2012

Islamabad(winner)

Inter-collegiate lawn tennis competition,

Islamabad(winner)

Inter-collegiate football competition,

Islamabad(winner)

Achievement and awards in 2012:

Inter-class Computer Poster Competition(runner up)

CR(class representative) for the year of 2012

Actively participated in Student council activities(win certificate)

All Pakistan Table Tennis Inter-Board competition held in Larkana, Sindh
Runner Up(Win silver medal)

All Pakistan Cricket Inter-Board competition held in Sargodha. Punjab
Runner up(win silver medal)

Inter-collegiate football competition,
Islamabad(Winner)

Inter-collegiate lawn tennis competition,
Islamabad(Runner up)

Inter-collegiate badminton competition,
Islamabad(Winner)

Humanities

Major subject: Geography, Computer Science, Statistics

Board: Federal board of Intermediate & Secondary Education

Islamabad Girls Model School, G-9/4, Islamabad—*Matric*

Duration: 2008-2010

Humanities

Major Subjects: General science, Islamiat elective, Home economics

Board: Federal board of Intermediate & Secondary Education

COURSES

Ali Asif Center of Excellence(online) *Uk—Web Development*

Web Development online course for two months

Duration: Feb 2021-April 2021

The Master Institute of Information & Technology, G-9/4, Islamabad — Diploma in Information Technology

Duration: March 2010-june 2010

Diploma in Information Technology

GFX Mentor Online Course Adobe Illustrator and Photoshop— GFX Mentor

Duration: August 2023- October 2023

Basic RS & GIS Application— Geo Informatic Services, Office 17, 2nd Floor, National Business Center, Shamsabad, Murree Road, Rawalpindi

Duration: December 2022- March 2023

PROJECTS

Demographic Survey Report—*Demographic survey report of Bethak Awanabad, Kashmir*

It's a demographic survey report, in which, we cover the aspects of income, per capita income, housing condition, fertility rate, mortality rate, number of family members, fauna, flora, soil condition, socio-economic conditions (with the help of graphs and maps) of the people of Bethak Awanabad, Kashmir.

SKILLS

Personal Skills

Good interpersonal & communication skills

Hard worker & honest

Confident

Inter-collegiate table tennis competition,
Islamabad (Winner)

Inter-collegiate cricket Competition,
Islamabad (Winner)

Participated in Shan Masala Cooking Competition and get Certificate

Achievement and participation in 2013:

Participated in All Pakistan inter-university Cricket championship held in Bahawalpur in 2013

Participated in All Pakistan Inter-university Badminton Championship held in Peshawar 2013

Achievement and Participation in 2014:

Winner of All Islamabad Inter-university table tennis competition (win gold medal)

Participated in Hiking Competition in Margalla Hills

Achievement and Participation 2017

Win Player of the year award in H-8 college in sports week

LANGUAGES

Urdu

English

Pothwari

Time management

Works as individual & as team

Problem solving skills

Customer services skills

Professional Skills

ArcGIS

QGIS

Google Earth Pro

Web Development

Adobe Illustrator, Photoshop

Canva

MS Office

DataBase