

Wirda Waheed

IT Professional

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📍 Rawalpindi, Pakistan

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PROFESSIONAL SUMMARY

Adaptable and detail-oriented Information Technology graduate with hands-on experience in administrative and technical support. Skilled in documentation, data handling, software setup, and troubleshooting. Proficient in Microsoft Office, Google Workspace, and basic design tools. Strong communicator with a passion for learning and problem-solving, seeking an entry-level role in IT support or administration.

Skills & Proficiencies

- **Leadership** — Team collaboration, Decision making, Receptive, Effective planning
- **Technical Proficiency** — Microsoft Office Suite (Word, Excel, PowerPoint), Google Docs, Sheets.
- **Data Handling and Documentation** — Data entry, file management, digital record keeping, SQL (basic queries), form/report design in MS Access.
- **Trainings** — Youth Ambassador Training, Islamic Relief Pakistan (Bolo for Impact- Program).
- **Soft Skills** — Time Management, Attention to details, Critical Thinking.

EDUCATION

- **International Islamic University Islamabad**, September 2020 – January 2025 *Bachelor's in information technology*
- **Army Public School and College, Rawalpindi**, July 2018- July 2020 *Intermediate in Computer Science ICS – Federal Board (FBISE).*

PROJECTS

- **E-Commerce Website (Final Year Project)** : Developed a full stack e-commerce website for a mobile phone shop, enabling customers to browse and order products online. The platform automated inventory, order tracking, and customer interaction, streamlining business operations and improving sales efficiency.
- **Charity Organization Database System** : Built a record management system for a local non-profit to track donations, volunteers, and beneficiaries. Improved data accessibility and reporting, helping the organization manage resources more effectively.
- **Inventory Management System** : Developed a comprehensive Inventory Management System designed to help businesses efficiently track and manage their stock levels, orders, sales, and deliveries. The system automates inventory control, minimizes manual errors, and provides real-time insights into inventory status.

PROFESSIONAL EXPERIENCE

Software Requirement Specification (SRS) Document for Bait-ul-Arab Mandi (A restaurant in Islamabad) :

- Collaborated with the team to develop a comprehensive SRS document after conducting an in-depth interview with the restaurant manager to gather precise functional and non-functional requirements, including order processing, inventory management, billing, and customer feedback systems. The project was completed in December 2022.
- Created the SRS to address the absence of a website, using case and process flow diagrams to clarify stakeholder needs and reduce requirement ambiguity.

Website Development & Social Media Marketing for Women Empowerment:

- Led the development of a WordPress website dedicated to women empowerment, focusing on strategic content creation and user engagement to effectively communicate key messages and drive awareness.

- Executed and analyzed multi-platform social media marketing campaigns, leveraging SEO and audience targeting techniques to enhance online visibility and foster community interaction.

Technical & administrative Assistant – Al-Rehman Academy:

- Managed digital records and generated comprehensive reports using MS Word and Excel, improving data accuracy and accessibility for administrative purposes.
 - Provided IT support includes software installation, system setup, and classroom technology management, ensuring seamless operation and minimizing technical disruptions.
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Internship

Programme Development Department – Islamic Relief Pakistan:

During my internship, I supported my team through communication, coordination, and documentation tasks, My responsibilities included:

- **Preparing clear and concise internal summaries** of international proposals so the team could quickly understand the core idea and assess eligibility.
- **Using MS Office and digital tools** to create structured documents, prepare data sheets, and develop charts/visuals that supported internal analysis and presentations.
- **Coordinating with external organizations** to request information, follow up on documents, and maintain smooth communication channels.
- **Organizing and maintaining important records**, ensuring documents were structured, updated, and easy to retrieve whenever needed.
- **Providing general administrative support**, including managing files, drafting emails, and assisting with day to day office tasks.
- **Working efficiently with team members**, contributing to a cooperative environment and supporting timely completion of assigned work.