

Fatima Saher

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Professional Summary

Experienced Administration and Reception professional with more than 10 years of experience in office administration, front desk operations, payroll support, record management, and customer service. Skilled in handling PABX systems, correspondence, scheduling meetings, office coordination, data management, and administrative support in NGO, INGO, educational, and development sector organizations. Strong communication, organization, and multitasking abilities with good command of Microsoft Office applications.

Core Skills

- Office Administration
- Front Desk & Reception Management
- PABX & Telephone Handling
- Payroll Support
- Record Keeping & Documentation
- Meeting & Conference Coordination
- Courier & Correspondence Management
- MS Office (Word, Excel, PowerPoint)
- Data Entry & Filing
- Vendor & Office Supply Coordination
- Customer Service
- Communication & Team Coordination

Professional Experience

Receptionist | DOPASI Foundation, Islamabad

09/2025 – Present

- Manage front desk operations and greet visitors professionally.
- Handle incoming and outgoing calls through the PABX system.
- Maintain correspondence records, courier tracking, and filing systems.
- Coordinate meetings, conference room arrangements, and refreshments.
- Monitor office supplies and coordinate maintenance of office equipment.
- Process operational payments, including utility, courier, hotel, and communication bills.
- Maintain staff and vendor contact databases.
- Handle petty cash and maintain related records.

Payroll Assistant | Shaheed Benazir Bhutto Women's University, Peshawar

07/2024 – 09/2025

- Processed monthly payroll for faculty and administrative staff accurately.
- Prepared salary slips, payroll sheets, and payroll reports.
- Maintained confidential payroll and employee records.
- Coordinated attendance, leave, tax deductions, pension, and EOBI data.
- Supported HR and Finance departments in payroll-related activities.
- Resolved employee salary and deduction queries professionally.

Admin Assistant / Receptionist | USAID-funded Pakistan Reading Project, Peshawar

03/2015 – 03/2020

- Managed reception desk and provided administrative support to staff and visitors.
- Handled incoming and outgoing correspondence, courier services, and filing systems.
- Maintained attendance records and office documentation.
- Coordinated meetings, travel arrangements, and conference hall bookings.
- Supported supply chain and administration departments in daily operations.
- Managed office supplies, stationery requests, and petty cash records.
- Operated telephone switchboard, fax machines, and communication equipment.

HR Assistant | Shaheed Benazir Bhutto Women's University, Peshawar

12/2013 – 12/2014

- Supported HR operations, including employee records and documentation.
- Assisted in recruitment and administrative processes.
- Maintained confidential staff files and HR documentation.

Office Assistant | Early Recovery of Agriculture & Livelihood Program (PDMA/PaRRSA)

05/2010 – 07/2011

- Provided administrative and office support for daily operations.
- Maintained records, files, and office correspondence.

Receptionist cum Telephone Operator | International Union of Conservation of Nature

05/2008 – 12/2009

- Managed telephone operations and visitor handling professionally.
- Maintained communication logs and front desk records.

Education

- Master of Science (Economics) – 2015
- Bachelor of Arts (Economics) – 2008
- FSc Pre-Engineering – 2003
- SSC Science – 2001

Certifications & Training

- Advanced MS Excel Training
- Office Automation Course
- Project Management
- Report Writing & Communication Skills
- Time Planning & Prioritization
- Organizational Development

Languages

- Urdu
- English
- Pushto