

AYESHA AZEEM

ADMINISTRATIVE OPERATIONS SPECIALIST | CUSTOMER SERVICE & TEAM

COORDINATION EXPERT

PROFESSIONAL SUMMARY

Experienced Administrative and Customer Service professional with over 10 years of expertise across education, IT, and corporate sectors. Skilled in office administration, team coordination, customer relations, and operations management. Proven ability to handle multi-role responsibilities, improve processes, and deliver high-quality service in fast-paced environments. Strong communicator, problem solver, and team player seeking to contribute to organizational efficiency and growth.

PROFESSIONAL EXPERIENCE

Admin Officer, Librarian & HR
The City School – Bahria Campus, Islamabad
2023 – Present

- Manage daily administrative operations, records, and office documentation.
- Oversee library operations and maintain academic resources.
- Coordinate with faculty and management to support academic and administrative activities.
- Assist with HR administration, employee records, and onboarding documentation.
- Support student admissions, services, and day-to-day campus operations.
- Ensure compliance with institutional policies and maintain accurate records.

Librarian, Admin Officer & Sports Teacher
Beaconhouse School System – Potohar Campus
(2018 – 2023)

- Managed multi-functional responsibilities across administration, library services, and sports coordination.
- Organized and supervised sports programs, enhancing student participation and physical development.
- Played a key role in planning and executing school events, ensuring smooth coordination and high engagement.
- Strengthened internal administrative processes and inter-departmental communication.

Account Manager Operations
MTBC (US-Based IT Company)
(2016-2018)

- Managed client accounts and ensured seamless delivery of operational services in a fast-paced IT environment.
- Acted as a liaison between clients and cross-functional teams, resolving issues and maintaining service quality.
- Developed and maintained operational reports, contributing to data-driven decision-making.

CONTACT

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KEY ACHIEVEMENTS

Delivered consistent customer satisfaction across multiple roles in IT and service sectors.

Successfully handled multi-role responsibilities (admin, teaching, coordination) in education sector.

Improved operational efficiency through better documentation and coordination practices.

Led teams and supported performance improvements in sales and customer service roles.

CORE SKILLS

- Administrative Operations & Office Management.
- Customer Service & Client Relations.
- Team Coordination & Leadership.
- Communication & Interpersonal Skills.
- Problem Solving & Decision Making.
- Time Management & Multitasking.
- MS Office (Word, Excel, PowerPoint)
- Organizational & Record Management.

CSR / HR Manager
Rockville Technologies
2015 – 2016

- Managed customer inquiries and delivered effective service solutions.
- Supported HR administration, including employee coordination and documentation.
- Built strong client relationships through professional communication.
- Contributed to sales growth by enhancing customer satisfaction and engagement.

Team Lead
Orazone Technologies Pvt Ltd
(2014-2015)

- Supervised daily team operations, ensuring targets and KPIs were consistently met.
- Trained and mentored team members, improving overall performance and service quality.
- Monitored workflow processes and implemented improvements for better efficiency.

Senior Sales Executive
Touchstone Communications
(2013-2014)

- Achieved and exceeded sales targets through effective communication, negotiation, and client engagement.
- Built and maintained long-term customer relationships to drive repeat business.
- Identified new business opportunities and contributed to revenue growth.

Customer Relations Officer & Team Coordinator
Ovex Technologies Pakistan
(2011-2013)

- Delivered high-quality customer service by efficiently handling client queries and resolving issues.
- Coordinated internal teams to ensure smooth communication and service delivery.
- Supported performance management initiatives, contributing to improved team productivity.
- Maintained strong client relationships, resulting in consistent customer satisfaction.

Customer Sales Representative
Cab Call International
(4 Months)

- Handled inbound and outbound calls for ride-booking services with a focus on customer satisfaction.
- Resolved customer complaints efficiently while maintaining service standards.
- Ensured accurate data entry and call documentation.

EDUCATION

MSc Sports Sciences — University of Gujrat | 2016
Bachelor of Arts (BA) — University of Sargodha | 2011

LANGUAGES

- English | Urdu | Punjabi