

ANSER DAOUD AWAN

QUALITY ASSURANCE ANALYST
AT SRH INC.



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Phase VIII, Bahria Town
Rawalpindi,
Pakistan



November 12, 1995
Kuwait.

TECHNICAL SKILLS

- Google Workspace
- Microsoft 365 Administration
- Microsoft Office
- Canva
- Facebook Business Manager
- Basic Video Editing

OTHER SKILLS

- Strong Interpersonal Skills
- Self-Motivated & Hardworking
- Responsible and Dedicated
- Punctual and Flexible
- Adaptability
- Empathy

LANGUAGES

- English
- Urdu
- Punjabi

WORK HISTORY

QUALITY ASSURANCE ANALYST

SRH Inc. - Islamabad (Nov 2024 - Feb 2026)

- Overseeing live call monitoring and quality assurance of admission-related communications and applications for the University of Greater Manchester

ASSISTANT MANAGER QUALITY ASSURANCE SALES & SUPPORT

Immentia Pvt Ltd - Islamabad (Dec 2022 - Nov 2024)

- Reviewing the overall calls, chats and emails of Sales and Support that takes place between the agents and the clients.
- Creating daily, weekly, and monthly conversion reports.
- Payment Verifications.
- Refund Management.
- Sales conflict management.

TECH SUPPORT/ADMINISTRATIVE ASSISTANT

Freelance at UPWORK (May 2021 - Oct 2022)

- Assisted with day-to-day tasks assigned by the client & data/information handling.
- Social media (Facebook, Instagram Business Accounts) and E-commerce (Shopify, Etsy) accounts management.
- Designed and uploaded content on social media accounts using Canva.

EDUCATION

MPHIL IN MEDIA AND COMMUNICATION

University of Management & Technology Lahore

(2019 - 2022)

CGPA: 3.83/4.00

BACHELOR'S IN MEDIA AND COMMUNICATION

University of Management & Technology Lahore

(2015 - 2019)

CGPA: 3.66/4.00

INTERMEDIATE IN PRE-ENGINEERING

International School & College of Pakistan, Kuwait.

(2011 - 2013)

MATRICULATION IN SCIENCE

International School & College of Pakistan, Kuwait.

(2009 - 2011)