



HIFZA SHARIF

HR PROFESSIONAL | CUSTOMER SERVICE | EDUCATOR | TEAM LEADER

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PROFESSIONAL SUMMARY

Result-driven professional with a Master's degree in Physics and diverse experience in Human Resources, Customer Service, Recruitment, Education, Sales, Lead Generation, and Team Coordination. Skilled in talent acquisition, employee support, customer relationship management, communication, and team leadership. Proven ability to manage multiple responsibilities, build strong relationships, resolve challenges effectively, and contribute to organizational growth. Seeking a challenging position where I can utilize my HR, customer service, and leadership skills to drive operational excellence and business success.



PROFESSIONAL EXPERIENCE

Sales Associate

MGC Developers, Islamabad | June 2026 – Present

- Generating and qualifying leads through various channels.
- Building and maintaining strong client relationships to understand their needs.
- Presenting and promoting real estate projects to potential clients.
- Achieving monthly sales targets and contributing to team goals.
- Maintaining CRM records and tracking client interactions.
- Coordinating with marketing and development teams to ensure client satisfaction.
- Providing excellent after-sales support and follow-up to ensure repeat business.

Visa Facilitation Officer

Jupiter Advisors – Visa & Immigration Consultancy | February 2026 – May 2026

- Assisted clients with visa applications, immigration procedures, and documentation requirements.
- Maintained accurate records and ensured compliance with visa regulations.
- Provided professional client support and resolved queries efficiently.
- Coordinated application processing and maintained regular communication with applicants.

Senior Sales Associate

Hayzel Technologies | February 2025 – February 2026

- Worked on Health Insurance, Auto Warranty, and Debt Relief campaigns.
- Generated and qualified leads through various online platforms and digital channels.
- Built strong client relationships and supported business growth initiatives.
- Maintained CRM records and tracked sales performance metrics.
- Collaborated with team members to achieve sales and lead generation targets.
- Assisted in training and supporting new team members.

Lecturer – Physics & Mathematics

Punjab Group of Colleges, Chakwal | September 2024 – February 2025

- Delivered lectures in Physics and Mathematics to intermediate-level students.
- Prepared lesson plans, assignments, and academic materials.
- Mentored students and supported their academic development.
- Maintained classroom discipline and monitored student performance.

Science Teacher

Mukhtar International School, Chakwal | November 2023 – August 2024

- Taught science subjects using engaging and student-focused teaching methods.
- Prepared lesson plans, assessments, and educational resources.
- Evaluated student performance and provided constructive feedback.
- Coordinated with parents and administration regarding student progress.



EDUCATION

Master of Science (Physics)
Riphah International University, Islamabad
CGPA: 3.40

Bachelor of Science (Mathematics & Physics)
University of Sargodha

CORE COMPETENCIES

HUMAN RESOURCIES

- Recruitment & Talent Acquisition
- Resume Screening
- Interview Coordination
- Employee Onboarding
- HR Administration
- Employee Relations
- Attendance Management

CUSTOMER SERVICE & OPERATIONS

- Customer Support
- Complaint Resolution
- Client Relationship Management
- Communication & Interpersonal Skills
- Conflict Resolution
- Customer Retention

SALES & BUSINESS DEVELOPMENT

- Lead Generation
- CRM Management
- Sales Support
- Client Engagement
- Business Development

TECHNICAL SKILLS

- Microsoft Office Suite (Word, Excel, PowerPoint)
- Google Workspace
- Internet Research
- Data Entry & Documentation
- Social Media & Online Communication

PERSONAL STRENGTHS

- Strong Communication Skills
- Team Leadership & Coordination
- Problem Solving
- Time Management
- Adaptability
- Professional Work Ethic
- Quick Learner
- Ability to Work Under Pressure