



Faryal Mustaqeem

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● ABOUT ME

Results-driven administrative professional seeking to leverage my skills in a vibrant and challenging work environment. I aim to contribute to a team that values respect and collaboration while pursuing opportunities for personal and professional growth. Committed to enhancing organizational efficiency and delivering exceptional support to drive success.

● EDUCATION AND TRAINING

2015 Rawalpindi

SECONDARY SCHOOL CERTIFICATE (SSC) Penguin International School

2017 Rawalpindi, Pakistan

HIGHER SECONDARY SCHOOL CERTIFICATE Dr A.Q Khan School & College

2021 Rawalpindi

BS (DEFENCE AND DIPLOMATIC STUDIES) Fatima Jinah Women University

● WORK EXPERIENCE

04/08/2025 – CURRENT Rawalpindi, Pakistan

ADMIN OFFICER IMARAT GROUP OF COMPANIES

- Manage daily office operations and ensure smooth workflow.
- Maintain filing systems, records, and official documentation.
- Draft, review, and manage correspondence between departments and external stakeholders.
- Organize meetings, appointments, events, and travel arrangements.
- Supervise clerical staff and assist with HR functions such as recruitment and onboarding
- Monitor budgets, handle procurement, and ensure cost-effective use of office resources
- Prepare reports, presentations, and maintain databases to support management decision-making.

17/01/2024 – 17/05/2024 Rawalpindi, Pakistan

CUSTOMER SUPPORT OFFICER SQUARE NINE INTERNATIONAL

- Respond to customer inquiries via phone, email, and chat in a timely and professional manner.
- Resolve customer issues effectively by identifying problems and providing appropriate solutions.
- Maintain a thorough understanding of our products and services to assist customers accurately.
- Collaborate with other departments to address and resolve customer concerns.
- Identify trends in customer inquiries and suggest improvements to enhance service delivery.
- Provide training and support to new team members as needed.
- Stay updated on company policies, procedures, and product knowledge.

21/10/2021 – 12/01/2024 Rawalpindi, Pakistan

BRANCH COORDINATOR SQUARE NINE INTERNATIONAL

- Oversee daily branch operations, ensuring smooth and efficient workflow.
- Coordinate schedules and assignments for branch staff, facilitating effective teamwork.
- Serve as the primary point of contact for clients, addressing inquiries and resolving issues promptly.
- Maintain accurate records of branch activities.
- Assist in the training and on boarding of new employees, providing ongoing support and development.
- Implement and monitor branch policies and procedures to ensure compliance and efficiency.
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- Collaborate with upper management to develop and execute branch goals and strategies.

● **ORGANISATIONAL SKILLS**

Skills

- I possesses the ability to handle the situation and prompt decision making to solve the institution related matters.
- I possesses the ability to learn quickly and efficiently.
- I possesses the ability to handle the public dealing affairs.
- I possesses the ability to create harmony and team spirit amongst the team members.
- I possesses the ability of Highest level of writing.

Digital Skills

Microsoft Windows
Microsoft Office
Internet Searching

● **LANGUAGE SKILLS**

Mother tongue(s): **PASHTO**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
URDU	C2	C2	C2	C2	C2
ENGLISH	B2	C2	B2	B1	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **HOBBIES AND INTERESTS**

Hobbies

- Cooking / Baking
- Shopping
- Gardening
- Listening to music
- Watching movies

● **REFERENCES**

References

Reference can be provided on request.