



# Azeem Rafique

Highly experienced, organized and detail-oriented administrative professional with experience providing executive-level support. Skilled in developing and maintaining efficient office operations and streamlining administrative processes. Possess excellent organizational, communication and multitasking skills, as well as strong proficiency in MS Office Suite.

Proven ability to work independently and collaboratively in a fast-paced environment to exceed expectations.

## Experience

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### **CUSTOMER RELATION MANAGER & B.D.D ADMIN**

HAMEED LATIF HOSPITAL (April 2021 – Current)

#### **Responsibilities:**

##### **Customer Relation:**

- Managed customer inquiries, complaints and feedback efficiently, utilizing excellent communication and problem-solving skills.
- Developed strong relationships with customers to ensure satisfaction and loyalty.
- Communicated regularly with customers via phone, email, text message, providing prompt responses.
- Maintained accurate records of customer interactions and transactions.
- Conducted regular performance reviews with team members to ensure quality standards were met.
- Coordinated with marketing teams on campaigns targeted at improving customer relations efforts.
- Assisted in training new Customer Relations staff members on proper procedures and protocols.
- Provided timely resolution of customer complaints using diplomacy and tactfulness.
- Analyzed customer feedback data to identify areas for improvement in products or services.
- Created reports summarizing customer interaction data for upper management review.

##### **Admin:**

- Assisting in the preparation Annual increments and different reports.
- Looking logistics of out station Franchise

## Contact Detail

Shah Khawar Town, Bedian Road, Street # 6,  
Near Naveed General Store., 12345, Lahore,  
Pakistan.

(+92) 3441173290 & (+92)3044333158

**Date of birth:** 15/02/1981

Email: [azeemsulehri1@gmail.com](mailto:azeemsulehri1@gmail.com)

**Nationality:** Pakistani

## Education

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**Matric:** Lahore Board 1995 - 1996

**I-Com:** Lahore Board 1996 – 1998

**B.A:** Punjab University 2000 - 2002

**Front End Developer :** Unique Computer  
College 2005

Centers.

- Manage monthly stock of B.D.D office.
- Maintain home sampling calls and keep record of all home sampling.
- Preparing monthly business report.
- Monitoring B.D.D vehicles fuel average & cost L/KM and maintenance expenses on daily and monthly basis.
- Preparing home sampling & field staff incentive and fuel reimbursement on monthly basis.

## **ADMINISTRATIVE & OPERATIONS ASSISTANT**

CHUGHTAI'S LAB (Feb – 2000 to Oct – 2018)

### **Responsibilities:**

- Maintained files and filing, keeping sensitive information confidential.
- Answered phone calls, directed inquiries to appropriate personnel, responded to customer requests in a timely manner.
- Provided administrative support to management staff, including scheduling meetings and appointments, preparing agendas, taking minutes, and maintaining records.
- Developed and maintained filing systems for confidential documents and records.
- Managed office supplies inventory and placed orders when necessary.
- Assisted in the preparation of presentations using Microsoft Office Suite applications such as Word, Excel, and PowerPoint.
- Compiled and entered data into various databases to ensure accuracy and completeness.
- Preparing monthly business report of all centers.
- Precede all service providing companies monthly invoices.
- Monitoring all vehicles fuel average & cost L/KM and maintenance expenses on daily and monthly basis.
- Preparing home sampling & field staff incentive and fuel reimbursement on monthly basis.
- Maintained office inventory by assisting with supply orders.
- Processed incoming mail and distributed to relevant departments or individuals.
- Operated office equipment, such as fax machines, copiers, and phone systems and arranged for repairs when equipment malfunctions.

## **Skills**

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### **Professional:**

- Interpreting administrative and operating policies and procedures.
- Handling confidential information in the correct manner.
- Looking after junior members of staff and encouraging them to do better.
- Good typing skills.
- Knowledge of how to use office based computers and software.
- Setting up filing systems.
- Enforcing administrative policies in the workplace.

### **Areas of Expertise:**

1. Microsoft Office
2. Data Collection
3. Report Creation
4. Database

### **Digital Skills:**

Social Media | Google Drive | Instagram | Twitter  
Facebook | LinkedIn

### **Language Skills:**

**Mother Tongue(s):** URDU

**Other Language(s):** ENGLISH