

# MUHAMMAD FAROOQ

I am actively seeking for a position in a company that needs an organized, intuitive & hard-working person with a broad spectrum of abilities. To continue my career in a position that will allow me to aid companies to effectively use educational abilities & talents.

## WORKING EXPERIENCE

**Customer Support Executive**  
**Khazana enterprises (Pvt.) Ltd**

**1<sup>st</sup> March 2023 -9<sup>th</sup> Feb 2024**

- Worked at Pakistan Emergency help line 911.
- It deal 4 kind of emergency in it.
- Police 15 , Rescue 1122, Motorway 130, PDMA

**Customer Support Executive**  
**Ibex Pakistan**

**3<sup>rd</sup> Feb 2022 – 28<sup>th</sup> Feb 2023**

- Working at Pakistan Emergency help line 911.
  - Helping out of customer query and complaint or required Emergencies forwarded to relevant department
- Police 15 , Rescue 1122, Motorway 130, PDMA

**Admin Officer**

**March, 2019 - Dec, 2020**

State Development Organization-SDQ Islamabad, Pakistan.

**ACCOUNTANT**

**Mar, 2015 - Feb, 2019**

Sana Model High School, Peshawar, Pakistan.

## Capable of Responsibilities

- Greet public and clients and direct them to the correct staff member
- Maintaining of all Institute financial records, including generalized and specialized files
- Responding to Account Manager Inquiries and distributing monthly account balance reports.
- Processing requisitions and verifying invoices for prompt payment.
- Assist Principal with Institute use of materials of instruction budgeted funds by reconciling available budgets and preparing and submitting invoices to the Central Office for payment.
- Receiving and responding to written and telephone inquiries from vendors, parents, staff and/or others.

## SKILLS

- |   |                         |
|---|-------------------------|
| • Command over Hardware & Software installation | • Administrative skills |
| • Operating System & Microsoft Windows / Office | • Public Speaking       |
| • Excellent Typing English, Urdu.               | • Customer Service      |
|   | • Management            |
|   | • Problem-solving       |



+92-311-9982268

[umarfarooq1235@gmail.com](mailto:umarfarooq1235@gmail.com)

## EDUCATION

Master of Business  
Administration (MBA), 2014  
Bachelor of Commerce in  
Informational Technology  
(B.Com IT) 2010  
Faculty of Science  
(F.sc) 2008  
Secondary School  
Certificate (SSC) 2004

## PERSONAL INFORMATION

Nationality Pakistani  
Religion : Islam  
Date of Birth : 25-Dec-1987  
Status Married

## PROFESSIONAL EXPERIENCE

Banking and Finance  
Accounts  
Customer Satisfaction  
Efficient Target Achievement  
Team Motivation & Counsel

## LANGUAGES

Urdu . Excellent  
English : Good