

# SHAHMIR HASNAIN

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Experienced business professional with a strong background in Islamic Banking and Finance, and a proven track record as a partner in Faizan Gems Mine, an online business specializing in gems and minerals. Adept at managing business operations, fostering client relationships, and driving growth in the e-commerce sector. Seeking a challenging position to leverage my expertise and contribute to the success of a dynamic organization.

## PROFESSIONAL EXPERIENCE

DEC 2017– TO PRESENT

**PARTNER, FAIZAN GEMS MINE**

- **Client Relationship Manager:** Regularly communicate with clients to understand their needs, provide product information, and ensure customer satisfaction.
- **Finance and Invoicing Specialist:** Handle invoicing, cash transactions, and overall financial management, ensuring accuracy and efficiency.
- **Portfolio Manager:** Manage and update the product portfolio to reflect current inventory and market trends.
- **Customer Service Representative:** Address customer inquiries and concerns promptly through various communication channels including email and phone.
- **Logistics Coordinator:** Oversee the mailing of products to clients and maintain accurate records of all transactions and communications.
- **E-commerce Specialist:** Successfully manage and operate sales on platforms such as Etsy, eBay, Catawiki, and LiveAuctioneers, optimizing listings for better visibility and sales.
- **Administrative Assistant:** Conduct regular administrative tasks to support business operations and ensure smooth workflow.

## EDUCATION

AUG 2019 TO OCTOBER 2023

**BBA HONS, THE UNIVERSITY OF AGRICULTURE PESHAWAR**

- Specialisation in Islamic Banking & Finance
- Completed professional development in [International Business Portfolio]

## SKILLS

- Office Administration
- Operations Oversight
- Mail handling
- Digital Marketing
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Leadership
- Documentation and reporting
- Tele Communication
- Business Administration

## ACCOMPLISHMENTS

- **Dynamic Administrator:** Highly effective in managing information flow, record-keeping, and project management, promoting streamlined operations.
- **Versatile Skill Set:** Possesses a diverse skill set, from office administration to digital marketing, showcasing adaptability and versatility.

## LICENSE

- **Driving License, LTV & Motorbike by Government Of K.PK**