






CONTACT ME

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EDUCATION

Bachelor of Commerce

University of Sindh

2008 - 2010

Computer/ Mathematics

HSC

2006 - 2008

Computer/Math/Physics

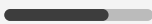
/Chemistry

SSC

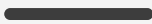
2004 - 2006

SKILLS

Customer Services 

MS Office 

Accounting Software 

Data Entry 

Dispute Resolution 

Munazza Faisal

WORK EXPERIENCE

Telephone Operator Secretarial Department. Sept 2022 - Oct 2023

GulAhmed Textiles Mills. I Landhi Industrial Area

- Call to remind Mill rounds timings.
- Call to Management for meetings.
- Collect Phone bills & send it to Finance Department for Clearance.
- Take messages and convey it to concern person.
- Call Directors to remind for business' lunch and make sure everyone join the lunch on time with Boss.
- Guide and transfer customer calls to CRM department.
- Coordinate with all Secretaries and complete all assign tasks given by them.

Front Desk Executive

Adamjee Enterprises I Karachi, S.I.T.E

2017 - 2019

- Answer phones and operate a switchboard.
- Route calls to specific people.
- Manual entries of courier tracking numbers.
- Answer inquiries about the company.
- Greet visitors warmly and make sure they are comfortable.
- Call persons waiting for visitors and book them a room to meet in.
- Schedule meetings and conference rooms.
- Give visitors badges and direct them to where they can sign in.
- Manual entries of Sales Tax Invoices and Bills and Payment checks.
- Send an email when required.
- Collect and distribute parcels and other mail.
- Take and relay messages.

Front Desk Receptionist

SBT Japan I Shahra-e-Faisal

2015 - 2017

- Answer phones and operate a switchboard.
- Route calls to specific people.
- Answer inquiries about company.
- Greet visitors warmly and make sure they are comfortable.
- Call persons waiting for visitor and book them a room to meet in.
- Schedule meetings and conference rooms.
- Give visitors badges and direct them to where they can sign in.
- Issue parking passes.
- Send email and faxes.
- Collect and distribute parcels and other mail.
- Perform basic bookkeeping, filing, and clerical duties.
- Prepare travel vouchers.
- Take and relay messages.
- Update appointment calendars.
- Schedule follow-up appointments.

2014 - 2015

Front Desk Officer

Tectutive I Clifton

- Attend Calls.
- Stock Management.
- Set Appointments.
- Welcome Guests and Clients.
- Schedule Interviews.

Call Center Agent (INBOUND)

Zheel Sciences Institute I Clifton Center

2013 - 2014

- Attend calls of Patients and Students for Seminar.
- Solve Their Queries.
- Make Follow-up calls

Teacher

Manar Al Batin Int'l School I Hafr Al Batin - Saudi Arabia

JAN 2013 - MAY 2013

- Teaching Mathematics to primary classes

Administrator

Pakistani International School I Al Khobar - Saudi Arabia

APR 2012 - DEC 2012

- Appoint teachers according to their skills.
- Manage the staff.
- Handle parent's problems and solve them in respective manner.
- Make schedule.
- Event Managements.
- Recheck results reports and finalize results under the supervision.
- Solve teacher's issues.
- Give instruction to teachers about daily work and remind them about events.
- Divide syllabus into three parts for teachers.
- Maintain attendance register of all teachers.

Customer Service Representative

Mobilink GSM (Al Javed Communication Franchise) Ayesha Manzil

2010 - 2012

- Handle customer inquiries, complaints.
- Locate resources for problem resolution and design best option solutions.
- Handled incoming calls from customers and responding to inquiries, resolving problems and correcting their Sims errors.
- Calm angry customer /callers, repair their trust. Handle customer inquiries, complaints.
- Managed a high-volume workload within a deadline-driven environment.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.
- Coordinate with regional teams.
- Interface daily with internal partners in accounting, field services, operations and consumer affairs.
- Maintain and up-grade in-house developed systems.
- Carry out regular analysis & reporting.
- Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.
- Resolve financial queries of the Customers and queries.
- Handle all new sales transaction in Financial System.