

## OBJECTIVE

Over 7+ years' experience analyzing data, compiling custom reports, consulting on page design, managing clients, creating ad copy and writing web content. Also having experience in performing a variety of administrative and staff support duties for a specified department, which require a range of knowledge and skills of organizational procedures and policies; directing and assisting clients, and resolving administrative problems and inquiries; composing, editing and proofreading correspondence and reports, and preparing a range of administrative and legal documents. Hence, seeking a challenging and creative position which will allow me to utilize more of my verbal, written, and customer service skills.

## PROFESSIONAL EXPERIENCE

### **M/s. Ghazi & Magsi (formerly M/s. Mumtaz & Associates) – Karachi, Pakistan**

*Administrative Manager, January 2015 – Present*

- Formulate compliance check-lists to be used for the purpose of ensuring that all information required is provided accordingly
- Prepare, key in, edit and proofread correspondence, invoices, presentations, brochures, publications, reports and related material from machine dictation and handwriting copy
- Set up and maintain manual and computerized information filing systems
- Develops cases by interviewing prospective clients; reviewing information with the co-partners
- May compile data, statistics and other information to support research activities
- Prepare monthly reports for the follow-up.
- Provide updates to the clients regarding their legal matters
- Created Greeting posts by using Canva and PPT for potential clients
- Schedule and coordinate meetings, appointments for supervisors and managers
- Developed new filing and organizational practices
- Typed documents such as correspondence, drafts, memos, and emails, and prepared reports on monthly basis
- Worked with short deadlines and covered time-sensitive material
- Accomplishes law firm mission by completing related results as needed.

### **M.I.S.Legal (formerly M/s. Mumtaz Immigration Services) – Karachi, Pakistan**

*Administrative Manager/Client Service Manager/Immigration Consultant, January 2015 – Present*

- Keeping up-to-date with alterations to immigration laws.
- Meeting with prospective and extant clients to gauge which services they require.
- Wrote interesting posts for the company's various Social Media Accounts.
- Created monthly Excel spread sheets to help manage when the Social Media Accounts and the number of posts were needed to be posted.
- Conducted extensive research on the Internet to help with providing factual statistics into the articles/contents for the company's website.
- Worked with short deadlines and covered time-sensitive material
- Research data for company's services info-graphics and provide design feedback and suggestions.
- Translating letters/documents received by Foreign Embassy/Courts.
- Updating social networking sites (Facebook/Twitter Account) regarding any news and updates about our services.
- Proofread and edited content for the social media posts and company's website
- Posted social content, engaged with followers and contributed to the 20% growth of combined social media platforms during tenure.

- Handled all customer inquiries coming via social media, kindly and ethically resolving 100% of issues without escalation.
- Wrote unique content for businesses within the legal, foreign education, and immigration laws and policies.
- Edited and proofread content to ensure proper grammar, quality, and consistency with AP Style.
- Wrote content for the company's website that covers news of the emerging immigration rules and foreign education and business setups
- Verifying the authenticity of paperwork and supporting documents.
- Ability to organize information from multiple sources.
- Meeting with prospective and extant clients to gauge which services they require.

**Soneri Bank Limited - Karachi, Pakistan**

*Phone Banking Officer/Customer services, July 2013 - December, 2014*

- To ensure customer questions about Bank products and try to solve any problems they might have following Bank's procedures
- To ensure phone calls and listen to customer's questions and concerns
- Meet all service standards and quality parameters on all calls.
- To service and maintain customer relation through Phone Banking channel
- To ensure that he/she is updated on all latest products, policy, update and procedure.
- Ensure to meet daily/weekly/monthly performance indicators as per defined processes.
- To ensure that all customer queries and complaints are addressed within the minimum possible time (attempt one call resolution to customer issues)

**Clifton Grammar Jr. & Sr. School - Karachi, Pakistan**

*Admin/Academic Coordinator, January 2010 - June 2013*

- Research, develop and coordinate events
- Developed and organize special events.
- Conducted summary reports
- Taking classes as a substitute
- Provide guidance to students on academic goals and educational issues.
- Prepare and maintain student records according to administrative regulations.
- Work with parents, teachers and counselors to address students' behavioral, Academic, and other problems.
- Assist in updating lesson content and instruction methodology.
- Coordinate with teachers to develop lesson plans and materials
- Managing facilities during events

**EDUCATION .....**

**UNIVERSITY OF KARACHI - Karachi, Pakistan**

*Master in Economics & Finance, January 2011*

**UNIVERSITY OF KARACHI - Karachi, Pakistan**

*Master in Education, January 2008*

**ST. JOSPEH'S COLLEGE FOR WOMEN - Karachi, Pakistan**

*Bachelors in Arts, January 2005*

## CERTIFICATIONS

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- Certificate for Regularity Certificate for Dedication
- Certificate for Organizing School Events
- Certificate by PETA
- Certificate by British Council

## SKILLS HIGHLIGHTS

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- Multi-tasking
- Social Media Management
- Social Media Marketing
- Content Creation
- Written Communication
- Research Writing
- Content Proofreading
- Customer Service
- Strong decision maker
- Complex problem solver
- Creative design
- Innovative
- Service-focused
- Time Management
- MS Office

## LANGUAGES

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- English
- Urdu