

Personal Details:

Name: Zainab Amin
Date of Birth : 23-feb1998
Contact details : +971561299742
Visa : Spouse residence Visa
Language known : English

**Objective:**

A Highly motivated individual with a strong work ethic and diverse experience in various industries. Using an aptitude for teamwork and coordination skills to complete tasks efficiently

Key Skills:

- ❖ Excellent interpersonal and communication skills.
- ❖ Ability to learn and work under pressure.
- ❖ Confident and good team player.
- ❖ Teaching
- ❖ Multi-tasking
- ❖ Mail Handling
- ❖ Cash handling
- ❖ Scheduling
- ❖ flexibility
- ❖ Computer literacy
- ❖ Meeting preparation
- ❖ Typing speed and accuracy
- ❖ Problem solver
- ❖ MS word, excel
- ❖ Data entry clerk

Additional Skills:

- ❖ Proficient in MS Word and Excel.
- ❖ E-mail and Internet.
- ❖ Resume writer

Academic Qualification:

- ❖ **Bachelor in Human Resource Management(Virtual University of Pakistan):** March 2022
- ❖ **Intermediate in Arts F.A(International Islamic university Islamabad):** September 2017

Professional Experience**RECEPTIONIST (ELITE STARS EASY LEARN INSTITUTE) JAN 2023**

- ❖ Greet and welcome guests in person and on the phone, answer, and direct inquiries
- ❖ Maintaining front desk expenditures and calls received

- ❖ Manage front office reception area by cleaning, organizing desk
- ❖ Making presentations for the company as directed by the company manager
- ❖ Responsible for maintaining the attendance records of the employees working, Analyzed the present and absenteeism to improve attendance records

English Teacher

- ❖ Plan and deliver lessons plan to the students according to their level and subjects
- ❖ Teach students the proper way of speaking and writing in the English language by using lesson plans to help them develop a deep understanding of grammar, punctuation, spelling, vocabulary, and sentence structure
- ❖ Assign homework to help students understand the course material and challenge their thinking process
- ❖ Communicate students' progress to their parents
- ❖ Provide in class and at home assignments based on the available lesson plan

FRONT DESK AGENT (EMTECH L.L.C)

- ❖ Serves visitors by greeting, welcoming, and directing them appropriately.
- ❖ Informs visitors by answering or referring inquiries
- ❖ Directs visitors by maintaining employee and department directories.
- ❖ Keeps a safe and clean reception area by complying with procedures, rules, and regulations.

HR ASSISTANT (EMTECH ELECTROMECHANICAL LL.C (10 /01/22 – 4/06/22)

- ❖ Responded to inquiries by answering telephone calls, in-person questions, and emails
- ❖ Maintained office supplies, distributed mail, and processed invoices for payment.
- ❖ Delivered friendly assistance to new hires throughout the interviewing and hiring process.
- ❖ Filed paperwork, sorted and delivered mail, and maintained office organization.

DATA ENTRY (UPWORK)

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- ❖ Maintaining database by entering updated new entries of the employees and account information
 - ❖ Scan documents and print files, when needed
 - ❖ Filing in the forms, , respond to inquiries for information and relevant files

CUSTOMER SERVICE REPRESENTATIVE(CARREFOUR) (05/03/20 – 10/01/21)

- ❖ Provided primary customer support to internal and external customers.
- ❖ Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

(GITEX) 04/01/2019-08/08/2019

- ❖ Increased sales and customer satisfaction through personalized servicing.
- ❖ Balanced and organized cash register by handling cash, counting change and storing coupons.
- ❖ Checked pricing, scanned items, applied discounts and printed receipts to ring up customers.