

# Zunaira Nawaz

Floor Supervisor (Administration) | PTCL | HR Officer

Innovative | Creative | Energetic



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Visa Status: Visit Visa

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## PROFESSIONAL SUMMARY

Experienced **Administrator** with a demonstrated history of working in the telecommunications industry. Also Confident, passionate, and creative graphic designer with extensive experience working with both print and digital media. Skilled in Microsoft Excel, Management, Microsoft Office and graphic designing

## EXPERIENCE

**Pakistan Telecommunication Company Limited**

Lahore, Pakistan

**Floor supervisor (Management/Administration)**

Feb/2018 - April/2023

I started my career as an **Office Admin** and after 2 years I promoted on team leader. During my tenure at PTCL, I played a crucial role in maintaining the administrative backbone that supported the company's telecommunication operations. I adeptly managed documentation related to staff and telecommunications projects, ensuring accuracy and accessibility of critical records. Coordinating with cross-functional teams, I facilitated effective communication channels, enhancing collaboration between technical experts, customer service, and management.

During my journey from **Office Admin** to Floor Supervisor (Management/Administration), I learned/polished my skills with different tasks which are as follow:

- ❖ I learned how to manage the department and how to lead.
- ❖ Supervise administrative staff and divide responsibilities to ensure performance.
- ❖ Learned to manage the task and data in MS Office.
- ❖ Coordination with stakeholders through emails.
- ❖ Manage phone calls and correspondence (e-mail, letters, etc.)
- ❖ Track stocks of office supplies and place orders when necessary
- ❖ Ensure that all employees are adequately trained and fully qualified to perform job duties/Tracking.
- ❖ Monitor the inventory levels of all materials, tools, and equipment on floor.
- ❖ Assist the operations manager in recruiting, hiring, and training new employees as needed. Maintain a positive work environment.
- ❖ Making Daily, Weekly & Monthly reports as per criteria given by Manager, Senior Manager and General Manager.

**Premier Dispatch Solutions –**

Lahore, Pakistan

**Human Resource Officer**

July/2022 - July/2023

## AREA OF EXPERTISE

- Team Leading
- Administrative skills
- Time Management
- Reporting
- Management
- Presentation
- Training
- Problem Solving
- Strategic Planning
- Graphic Designing
- Bug Tracking and Fixing
- Documentation of Projects

## SOFTWARE SKILLS

**Graphic Designing:**

- Adobe Illustrator ★★★★★
- Adobe Photoshop ★★★★★

**Data Management Tools:**

- Excel ★★★★★
- MS Project ★★★★★
- PowerPoint ★★★★★
- Outlook (Mail) ★★★★★

Started my career as an **HR Officer**, My responsibilities at Premier Dispatch Solutions are recruiting new staff, and supporting and developing talent through developing policies and managing procedures. My Job duties are mentioned below.

- ❖ Support the development and implementation of HR initiatives and systems
- ❖ Provide counseling on policies and procedures
- ❖ Be actively involved in recruitment by preparing job descriptions, posting ads, and managing the hiring process
- ❖ Create and implement effective onboarding plans
- ❖ Develop training and development programs
- ❖ Assist in performance management processes
- ❖ Support the management of disciplinary and grievance issues
- ❖ Maintain employee records (attendance, employee data etc.) according to policy and legal requirements
- ❖ Review employment and working conditions to ensure legal compliance

**Allusion Teck-**  
Lahore, Pakistan

## Freelance Graphics Designer

March/2021 - June/2022

### Achievements/Tasks

Study design briefs and determine requirements. Schedule projects and define budget constraints. Conceptualize visuals based on requirements. Prepare rough drafts and present ideas. Develop illustrations, logos, and other designs using software or by hand Use the appropriate colors and layouts for each graphic Work with copywriters and creative director to produce the final design Test graphics across various media. Amend designs after feedback. Ensure final graphics and layouts are visually appealing and on-brand.

## EDUCATION

**Punjab University Lahore**

**Bachelors of Arts**


2016

**Hunarkada Lahore**

**Diploma in Graphics Designing**

2018

## ACHIEVEMENTS

-  Best Employee of the year award in 2021.

## CONFERENCES & WORKSHOPS

1. Attend a conference on **leadership skills** 2021.
2. Workshop on latest **front-end technologies**.
3. 2 days' workshop on **Fiber-Optical Network** of PTCL 2022.